



**South Carolina
Real Estate Commission**

Improving the Efficiency of the South Carolina Real Estate Commission's License Renewal Process

Submitted February 4, 2016

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CPM Class of 2016**



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Introduction

The South Carolina Real Estate Commission (SCREC) is an occupational licensing board established under Title 40, Chapter 57 of the South Carolina Code of Laws (SC Real Estate Practice Act) to regulate the professional practice of Real Estate in the State of South Carolina. SCREC is one of over forty occupational licensing boards which are a part of the South Carolina Department of Labor, Licensing and Regulation (LLR) umbrella agency.

The SCREC licenses individual real estate professionals in the categories of Salespersons, Brokers and Property Managers. As of December 2015, there were approximately forty-five thousand (45,000) individual real estate professionals licensed by the Commission. Since I became Administrator for the Commission in February of 2013, the licensing numbers have increased by nearly 5,000 due to improvements in the economy and housing market. The Commission has a full time staff of nine individuals, including the Administrator and two education Program Coordinators. The SCREC is one of the highest volume licensing boards both in number of licensees and in licensee status changes due to the fact that Real Estate licensees often go between “Active” and “Inactive” status, or change office and company affiliations.

Individuals licensed by the South Carolina Real Estate Commission are required to renew and complete continuing education biennially and have an expiration date of June 30th. Prior to 2012, all individuals licensed by the Commission were on a universal renewal cycle and renewed on even numbered years. Due to the overwhelming demand on staff in renewing forty thousand licenses during a renewal cycle, license renewals were staggered in 2012 so that approximately half of the licenses would renew each year.

If a license expires on June 30th of a given year, the licensee is no longer authorized to practice or engage in activities requiring real estate licensure. A license which is expired can

The South Carolina State Board of Education (SBE) is the state's highest educational authority. It is responsible for setting educational policy and standards for the state's public schools. The SBE is composed of 11 members, including the Governor, the Lieutenant Governor, and nine members appointed by the Governor. The SBE's primary responsibility is to ensure that all students in the state have access to a high-quality education. To this end, the SBE has established a variety of programs and initiatives, including the implementation of the Common Core State Standards and the development of the South Carolina Department of Education's (SCDE) curriculum framework.

The SCDE is the state's largest educational agency, responsible for implementing the SBE's policies and standards. It oversees the state's public schools and provides support and resources to local school districts. The SCDE also monitors the state's educational performance and reports to the SBE on the progress of the state's education system. In 2013, the SCDE reported that the state's public schools had made significant progress in improving student achievement and closing the achievement gap. However, the SCDE also identified several areas where further improvement was needed, including the need to improve teacher quality and to provide more support for students with special needs.

One of the key challenges facing the SCDE is the need to improve teacher quality. The state's teacher workforce is diverse, with teachers from a variety of backgrounds and experiences. However, the state's teacher preparation programs have not always been effective in preparing teachers to meet the needs of the state's students. The SCDE is currently working to improve teacher preparation programs and to provide ongoing support and training for teachers. This includes the implementation of the state's new teacher certification requirements and the development of a variety of professional development opportunities for teachers.

Another key challenge facing the SCDE is the need to provide more support for students with special needs. The state's public schools have made significant progress in improving the educational experience for students with special needs, but there is still much work to be done. The SCDE is currently working to improve the state's special education system by implementing the state's new special education standards and by providing more support and resources to local school districts. This includes the implementation of the state's new special education assessment system and the development of a variety of support services for students with special needs.

In addition to these challenges, the SCDE is also facing a variety of other challenges, including the need to improve the state's educational infrastructure and to provide more support for local school districts. The SCDE is currently working to address these challenges and to ensure that all students in the state have access to a high-quality education.

If the Board of Education is successful in addressing these challenges, the state's public schools will be well-positioned to meet the needs of the state's students in the future. The Board of Education is committed to ensuring that all students in the state have access to a high-quality education and to providing the support and resources needed to make this a reality.

bereinstated through the last day of the sixth month after expiration¹ (December 31st) with an additional late penalty, which accrues at a rate of twenty-five dollars (\$25) for each month the renewal is late starting on July 1st². If a license has expired on June 30th, and has not been renewed by December 31st of the expiration year, the SC Real Estate Practice Act mandates that the license "must be canceled", meaning the licensee must re-apply for and re-qualify for initial licensure. In most cases, re-qualification will require thirty to sixty hours of pre-licensing education and an examination.

The SC Real Estate Practice Act places the responsibility on the licensee to renew their license whether or not they receive notice; however the SCREC has historically mailed renewal notices to all licensees approximately two months prior to expiration, and also has mailed "Final Notice" reminders to licensees who have expired and not renewed approximately two months prior to the final re-instatement deadline. The renewal notices and the final notices both include a web address for renewal, instructions on finding renewal applications, and the licensee's log-in "user ID" and "password" which will allow each licensee to complete their online renewal.

Problem Statement

Mail-in renewal applications, mail only renewal notifications, and manual renewing processing have proven to have inefficiencies and deficiencies which lead to significant staff time being dedicated to resolving licensee issues. Staff spends considerable time returning incomplete forms and assisting with frequent repeat questions and payment issues. Online-renewals have been much more efficient and helpful by eliminating manual processing time and staff error, however technical issues with log-ins, system kick outs, and erroneous responses in the completion of the online applications have also led to a high volume of calls for assistance.

¹ S.C. Code Ann. §40-57-110(J)

² S.C. Code Ann. §40-57-70(B)

been stated through the last day of the year, through the expiration (December 31st) with an additional late penalty, which accrues at a rate of twenty-five dollars (\$25) for each month the return is late starting on July 1st. If a return has expired on June 30th, and a new return is received by December 31st of the expiration year, the SIC Ideal for that practice /not mandating that the return "must be corrected," meaning the focused return is applied for and re-qualified for initial treatment in most cases in practice, thereby reducing the early points of pre-filing education and an examination.

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Practical Statement

While in renewal applications, most only require the return and manual reviewing processing have given the business and the business, which is significant in staff time being dedicated, and the business' staff would be considerably more working in the business and assisting with the management of the business, and the business has been much more clear and helpful in eliminating the not processing the return staff error in the technical issues with the business, and the business' staff in the completion of the business applications have also led to a high volume of calls for assistance.

1. Renewal Notices:

While it is the responsibility of the licensee to keep track of their expiration date and to renew whether or not they receive notice, staff often deals with licensees who complain that their late or non-renewal was due to a lack of notice. Each renewal cycle, licensees do not keep their mailing address up to date and staff receives hundreds of "unable to forward" return mailer notices. The SC Real Estate Practice Act requires licensees to update their address; however during and after each renewal period, SCREC staff receives calls from hundreds of individuals who are upset and argumentative regarding late fees or license cancellations and request a waiver of the statutory penalties because they did not receive notice.

There have been several instances where licensees have demanded to have a hearing before the full Commission; however, the license cancellation language in the SC Real Estate Practice Act does not allow for Commission discretion to reinstate.

2. Disruptive Common Questions and Customer Service Issues:

The renewal cycle creates a high customer service demand on staff because many licensees have questions about renewal processes, continuing education requirements, or have lost renewal notices and log-in information. Call volume has historically been extremely high throughout the renewal period and there are sometimes peak occasions where licensees or customers cannot get through to staff due to everyone being on calls. The high renewal call volume also becomes disruptive to the normal application processing, customer service and turnaround times, which still continues at a consistent rate through the year. Many of the questions and inquiries are common and repetitive, however they are very time consuming for staff.

There are also a large number of renewal applicants who submit incomplete applications, incorrect fees, or checks or cash without any renewal form, or renewal forms without the

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required fee. When this occurs, there is a significant amount of additional time and expense associated with follow up correspondence through mail and telephone calls. In prior years, I have had to utilize staff from another licensing board in order to assist with calling, researching and correcting mailing addresses and re-mailing returned renewal notices.

3. Technical Online Renewal and Log-in Issues:

Some of the most frequent issues which lead to calls and e-mails during the renewal period are from applicants who cannot find log-in information, or have mistyped their username and password multiple times and indicate that they have been locked out for failed log-in attempts. There is no true lock out for failed log-in attempts, however if someone has attempted to log in multiple times unsuccessfully, they must close their internet browser windows and reload their browser to be able to try again. This is a measure to prevent automated attempts by password cracking scripts designed to hack into accounts.

There is also an "alternative log-in" option that is available and was rarely utilized, that will also allow the licensee to enter the renewal system by entering their last name, the last 5 digits of their Social Security Number and a generated "CAPTCHA" character code which is displayed in an on-screen image. This "alternative log-in" method will log a licensee into the renewal system without using a user ID and password.

Once the licensee is logged in and begins answering the online renewal questions, there is a question regarding whether the licensee has completed the SCREC approved continuing education hours to renew in "active" status. If the applicant answers "yes", they are allowed to continue to the next questions for active renewal. If the applicant answers "no" they are directed to a page which re-affirms the applicants answer that they have not completed the SCREC approved continuing education, displays a list of five exemptions from continuing education and asks the licensee if they have met any of the listed continuing education exemptions. If they

answer "YES" from this page, they are directed to a new page to select from five exemption options, and from there, allowed to continue the renewal. If they select "NO" from the re-affirmation page that they have not completed continuing education, they receive a pop up notification in which they must select that they understand that they will be renewed and placed on "inactive" status due to not meeting the continuing education requirements.

After the continuing education section, there are two "disciplinary" questions. The two questions ask:

"Discipline 1: Since you last renewed your license, has any professional disciplinary action been taken against you in any state since you have become licensed in South Carolina that has not been previously disclosed?", and

"Discipline 2: Since you last renewed your license, have you been convicted of or have pled guilty or nolo contendere to a crime other than a minor traffic offense?"

Then, after the "disciplinary" question, the final renewal application question is regarding "eligibility" or legal status in the United States which asks;

"Eligibility 1: Has there been any change in the status of your lawful presence in the United States since initial licensure?"

Answering "YES" to either of the "disciplinary" questions or the "eligibility" question kicks the applicants out of the online renewal process and gives them a message directing them to the PDF printable applications. A message also asks that they submit a mail-in application along with documentation and an explanation of their "YES" answers to our office for review.

The problem with this method causes three issues. First, it slows the renewal process with mail issues and phone calls while increasing the amount of paper applications which must be manually processed by staff. When staff receives these applications with disciplinary or eligibility issues, they must send the application to the Administrator for review, who must then

determine if any action or additional information must be submitted, prior to returning to staff for processing.

The second issue is, it is procedurally incorrect to deny the renewal of an existing license due to pending disciplinary review. In some instances, "YES" answers to these questions might be grounds for disciplinary action which could require a complaint to be filed for investigation and eventually lead to a hearing before the Commission, but they should not prevent a current licensee from being able to complete their renewal and potentially face cancellation of their license while they await the disposition of the complaint. If someone is attempting to renew their license late on December 31st and answer "YES", they would be kicked out of the system, and unable to submit a renewal application in time to meet the deadline for license cancellation.

The third issue, and possibly the most disruptive, is that many licensees did not carefully read the questions and would select "YES" to quickly rush through the online renewal application. Once kicked out of the online application, the licensees would contact our office stating that they incorrectly answered a question. SCREC staff would receive many calls each day regarding incorrect answer kick-outs which would require them to document the name and license number of the licensee so that I could find and reset each application in our system and the licensee could start over again.

4. Manual Processing Time and Error:

Staff spends a significant amount of time manually processing mail-in renewal applications and payment deposits. Applications must be scanned into our system and staff must enter "effective date" and "expiration date" fields, and change license status from "In Renewal" to "Active" or "Select Inactive". Staff must also update any changes in contact information, then add the renewal fees and check numbers into our system prior to manual deposit. Staff must also queue license cards to be printed and mailed with the new expiration date of the licensee. With

mail-in renewals, there are often incorrectly calculated fees or incomplete applications submitted requiring deficiency letters to be generated and mailed back to the licensee. The high volumes of manual application processing and calls during the renewal cycle sometimes leads to human error when a member of staff might forget a step in processing or make typographical errors in their data entry. Processing turnaround time also takes longer than it would through online renewal, and licensees will begin calling regarding the status of their renewal and asking if our office has received their renewal applications if they do not see that their status has been updated within a couple of days.

Online applications do not require any manual processing, as scripts programmed into our licensing system will automatically calculate the fees including any late renewal penalties. During the morning after the application is submitted, the system will update the effective and next expiration dates for the license, post the renewal fees to the credential, import PDF copies of the completed renewal application, and change the status of the licensee.

Data Collection

The following data will be utilized to determine whether the changes made for the 2015 license renewal cycle will reflect any impact license renewals and staff workloads.

Total Licenses Due for Renewal: This data will be collected from mail lists generated by LLR Information Technology (IT) staff from our licensing system when preparing to mail initial renewal notices. It will reflect the total number of licenses with a June 30th expiration date in the 2014 and 2015 renewal cycles

Daily Online and Monthly Online Renewals: This is a report generated in the LLR licensing system which shows how many online completed renewal applications and fees post to our system each day in a selected month along with the monthly total.

Total Lapsed License Numbers: This is a report generated in the LLR licensing system which shows how many licenses lapsed for each board by expiration date.

Staff Surveys: I created a survey using the website "surveymonkey.com"³ to anonymously poll members of the Real Estate Commission staff who have worked during both the 2014 and the 2015 renewal cycles.

Definitions of Terms:

Licensee: An individual who holds a license with the South Carolina Real Estate Commission.

Expired: A term to indicate that a license is past its expiration date. A licensee is no longer authorized to practice however they can still re-instate and renew until the license is lapsed.

Lapsed: A term indicating that a license has expired and cannot be reinstated.

Renewal Cycle: The timeframe in which a licensee has to renew their license. It begins on May 1st of the licensee's expiration year, and ends on December 31st of the same year.

Data Analysis

The goal of the SCREC is to increase the amount of successful renewals while reducing the disruption caused by manual processing and calls for assistance with renewals and technical issues. The data utilized in this project will demonstrate that the Real Estate Commission renewal process can be improved by utilizing electronic resources such as more detailed website information and repeat e-mail notices, through modifications to the online renewal process to reduce applicant error, and by increasing the visibility of online renewal log-in instructions while decreasing the visibility and use of mail-in applications.

Increasing online renewal percentages should save significant staff time, shorten the impact and demand of the "renewal" period upon the entire program, and significantly reduce the number of delinquent or penalized licensees.

³ <http://www.surveymonkey.com>

Through LLR's agency licensing system, data is collected that allows a comparison of the daily and monthly online renewal application completion throughout the 2014 and 2015 real estate license renewal cycle. This data will show whether each renewal notice creates a noticeable spike in the number of licensees who complete their renewals on the days following the notices. It will also demonstrate whether process improvements in 2015 will result in more licensees completing online renewals, and completing their renewals in a timely manner. This data should also reflect whether the number of online renewals increase or decrease in the days immediately prior to late or cancellation deadlines.

I was also able to obtain the total number of licensees due for renewal in 2014 and 2015 and the total number lapsed licenses from the 2014 and 2015 renewal cycles. This data, when compared to the total online renewal numbers, will show what percentage of licensees due for renewal take advantage of online renewals in 2014 and 2015. It will also allow me to extract a percentage of licensees who took advantage of online renewal in each year and to determine whether improvements to processes and additional notices in 2015 lead to more timely renewals, and a smaller percentage of lapses. Finally subtracting the amount of successful online renewals and total lapsed licenses for each renewal cycle will give me the number of paper renewals completed, which will indicate whether staff had to manually process less renewals.

While there is no quantitative data available for 2014 and 2015 that can directly reflect the impact of changes made in the 2015 renewal cycle on staff workload, there are six members of staff who have worked through both year's renewal cycles and have responded anonymously to surveys regarding their impressions of the 2015 renewal cycle as compared to 2014. They have also been given an opportunity to state in their own words what changes they felt has had the biggest positive or negative overall impact. This data will allow me to understand whether

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the changes made improved the processes not only for the licensees, but also improved the renewal workload and burden on staff.

Implementation Plan

Based on the my experience with managing two prior renewal cycles, and observing the renewal volume increase when notices are sent to licensees, the complaints about not receiving notice, and the numerous daily calls from licensees requesting application resets or log-in information, I planned to implement the following improvements in 2015.

1. Implement E-mail Renewal Notices/Final Notices to supplement Mail Notices⁴
2. Improve Online Renewal Application Forms⁵
3. Enhance available information resources to licensees with detailed E-mails, Online/Website instructions and a Renewal FAQ document⁶
4. Reduce Visibility of Mail-in renewal applications and increase visibility of Alternative online log-in methods.

The implementation of the changes to the process were done mostly through my writing of detailed renewal instructions which include the alternative log-in method, sending multiple phased e-mail notifications, and coordination with LLR's IT staff to update the information on the SCREC website⁷ and transmit notifications to licensees who were approaching expiration or expired but still eligible to renew.

Prior to the renewal cycle:

In March of 2015, I called a staff meeting to discuss the upcoming renewal start date, changes and information with staff. In 2014 I decided on going to an annual renewal cycle start date of May 1st. In prior years, there was no consistent start date and renewals would start

⁴ See Appendix D and Appendix E

⁵ See Appendix B

⁶ See Appendix A

⁷ <http://www.llronline.com/POL/REC>

between late April and Early May. Setting a definite start date allowed staff to communicate to licensees when they would be able to renew their license, and it also allowed me to publish information regarding the upcoming renewal cycle start on our website and reduce inquiries. It also gave us a timeframe of accountability to complete all review and editing of notices and renewal forms.

I also requested that staff not take annual leave or vacations during the peak times of the renewal cycle unless necessary. We needed everyone available to handle the workload during the months of May and June. July 1st and the days immediately after the 4th of July Holiday is also traditionally a time of high volume because licensees are rushing to renew prior to the July 1st expiration and late penalty date. After July 1st, we usually receive a large quantity of mailed in renewals, activation and inactivation requests for processing. Many licensees also often begin calling requesting waivers of the late penalties.

Staff was advised that we would not promote paper renewal forms; however, the forms would be available on the "applications and forms" section of our website for individuals who request them⁸. The goal is to encourage licensees to complete online renewals so that there would be less staff time dedicated to manually processing applications, fee payments, and responding to deficiencies.

Going into the 2015 renewal cycle three new individuals joined the Real Estate Commission staff. The new team members needed to be trained in order to handle licensing and renewal inquiries and assist with renewals prior to May 1st. I assigned experienced members of staff with the responsibility for training the new team members. I also assigned a member of staff the responsibility of coordinating with our IT staff on the technical aspects of renewal preparation, such as being sure that the status of all licensees in all appropriate license

⁸ See Appendix C

between late April and early May, 1961, the staff of the Bureau of the Census was reduced to a minimum of about 100 persons. This was due to the fact that the Bureau was unable to recruit enough new staff to replace those who had left. The Bureau was also unable to recruit enough new staff to replace those who had left. The Bureau was also unable to recruit enough new staff to replace those who had left.

In the summer of 1961, the staff of the Bureau of the Census was reduced to a minimum of about 100 persons. This was due to the fact that the Bureau was unable to recruit enough new staff to replace those who had left. The Bureau was also unable to recruit enough new staff to replace those who had left. The Bureau was also unable to recruit enough new staff to replace those who had left.

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classifications with an expiration date of June 30th, 2015 had their license status changed to "in renewal" so that IT staff could extract the correct addresses, license information and log-in information from our system to print on the renewal notices.

Using a demo accounts in our system, I performed a walkthrough of renewal applications for each licensure classification and status prior to the live launch of renewals to identify any unclear language, glitches, or bottlenecks that could lead to licensee confusion or errors. After review, I communicated my recommendations to IT staff who made the changes.

The most significant change made to the 2015 online renewal applications was the elimination of application kick-outs for "YES" answers to the disciplinary and eligibility questions. I had IT staff to require applicants to have to enter a written explanation to continue if they select "YES" to those questions. The application would also instruct them that they had 10 days to submit any supplemental documentation of the disciplinary action, criminal offense, or eligibility status change to my e-mail address within 10 days from the date of renewal or they could face administrative license suspension. A programmed script would also send me notification of all "YES" answer applications each week for follow up.

I also reviewed all paper renewal notices and renewal forms that would be disseminated to the licensees. There were no material changes to the paper renewal notices and forms in the 2015 cycle from 2014. The main changes were dates and formatting.

I posted a summary of the renewal process and renewal requirements on the front page of the SCREC website. I also developed a detailed renewal frequently asked questions (FAQ)"PDF" format document that was linked on the main page of the SCREC's website. This provided more detailed information for every frequently asked renewal question, urged licensees to carefully read instructions, and explained the potential consequences of failure to renew, or failure to correctly complete the renewal application. The front page summary instructions and

the renewal FAQ placed emphasis on the "alternative log-in" method should a licensee lose their user ID and password. They also instructed licensees to use the "licensee lookup" system to check their license status and whether or not their license was due for renewal in 2015.

All pre-cycle tasks had to be completed prior to the April 30th, 2015 so that we would be ready to go live with online renewals and to send out paper notices on May 1st, 2015.

During the renewal cycle:

The initial paper renewal notice was mailed to all licensees on May 1st, 2015. I composed detailed follow up renewal notices to be disseminated to licensees by e-mail. E-mail notices were sent on five occasions throughout the renewal cycle. After composing each renewal notice, I would instruct IT staff in generating the distribution list to select only licensees that still had a June 30th, 2015 renewal date. The notices would include a "call to action" statement, include detailed renewal and log in instructions, and re-iterate the penalties and consequences for late and non-renewals. Three e-mail notices were sent to licensees prior to the expiration date on May 21st, 2015, June 16th, 2015, June 29th, 2015. Two additional e-mail notices were sent to expired licensees who were pending lapse and license cancellation on October 23rd, 2015 and December 22nd, 2015.

On November 13, 2015, a final notice was mailed to all remaining expired licensees. It indicated in a bold heading that the license was Pending Cancellation. This notice was not modified from the prior renewal cycle. I continued to limit staff leave during the renewal period and I notified them prior to each notice when each notice would be sent so that they would be prepared for a potential increase in renewal activity and questions.

Evaluation Method

The solutions and changes made as outlined in the implementation plan can be evaluated by the quantitative data produced in the 2015 renewal cycle as compared to 2014. Successful process improvement would be reflected through the data by the following outcomes:

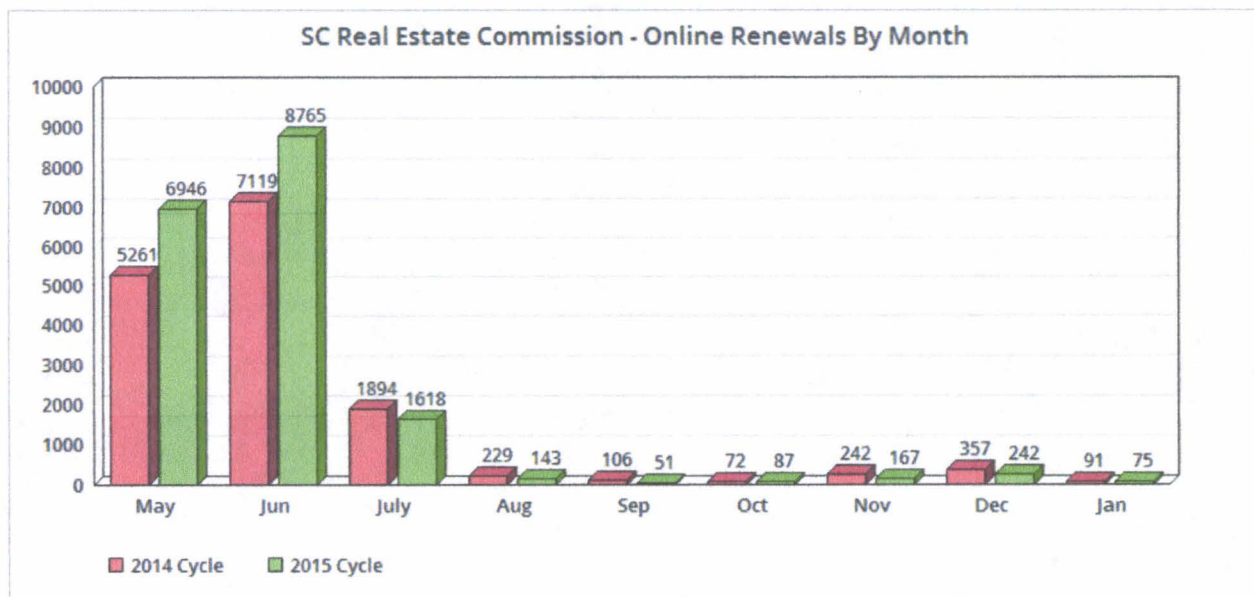
1. Lower lapsed license numbers/percentage in 2015
2. Lower paper renewal numbers/percentage in 2015
3. Higher Online Renewal numbers prior to July 1st in 2015
4. Higher Online Renewal numbers/percentage in 2015

Anonymous staff surveys also are used as qualitative data indicators of the overall impression as to whether the changes had a positive or negative impact on their experience, workload, and customer service demands throughout the cycle. These surveys will provide additional insight from staff as to whether there was an improvement in 2015 that cannot be quantified through numbers.

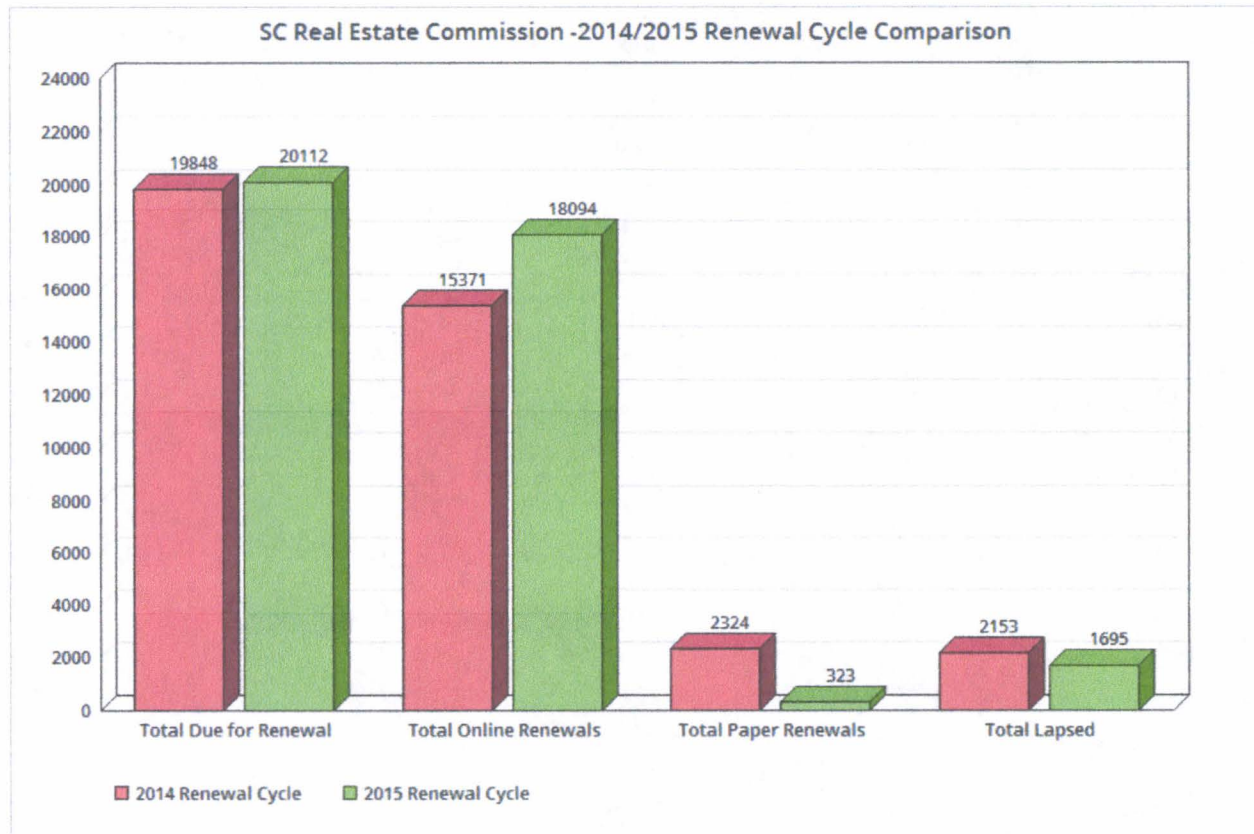
Summary and Recommendations:

Monthly reports demonstrate that significantly more licensees due for renewal in 2015 completed their application prior to the July 1st late penalty date than in 2014⁹. There appears to be a significant impact as 3,331 more online renewals were posted in the licensing system between May 1st and June 30th in 2015 than in 2014. Online applications are imported into the licensing system overnight and reflect as being posted on the following date, so July 1st data will include applications completed on June 30th. There were 1,297 online applications posted on July 1st, 2014, and 1,253 online applications posted on July 1st, 2015. The majority of the numbers reflected for July online renewals in the following chart are online applications completed on June 30th prior to the expiration deadline. January post numbers also reflect online applications completed on December 31st prior to the lapse deadline.

⁹ See Appendix G and Appendix H



The total numbers give a better picture of the impact of the 2015 process improvements, as it will demonstrate the reduction of paper applications and the reduction in cancelled licenses. The total number of licenses due for renewal in the 2014 renewal cycle was 19,848. The total number of licenses due for renewal in the 2015 renewal cycle was 20,112.





The chart shows that the number of projects completed in 2014 was 50% higher than in 2013, indicating a significant improvement in the process.

Figure 1: Impact of the 2014 process improvement on the number of projects completed. The chart shows a significant increase in the number of projects completed in 2014 compared to 2013. The 2014 process improvement resulted in a 50% increase in the number of projects completed.



While the total due for renewal numbers were close in both years with a difference of only 264 more licensees in 2015, in 2015 there were 2,723 more licensees who completed online renewals. In 2014, there were 2,001 more licensees who completed paper renewals.

In 2014, 2,153 licenses lapsed, but only 1,695 licenses lapsed in 2015¹⁰. Although slightly more licensees were due to renew in 2015, significantly less licensees failed to renew.

2014 License Lapse percentage: 10.85% of total due for renewal

2015 License Lapse percentage: 8.43% of total due for renewal

In 2015, 18,094 licensees completed their renewals online, while in 2014, 15,371 licensees completed online renewals. Process changes allowed more licensees to successfully complete their renewals online resulting in only 1.6% of the licensees due for renewal submitting paper forms.

2014 Online renewal percentage: 77.44% of total due for renewal

2014 Paper renewal percentage: 11.71% of total due for renewal

2015 Online renewal percentage: 89.97% of total due for renewal

2015 Paper renewal Percentage: 1.6% of total due for renewal

Overall, the numbers reflect that the changes implemented in 2015 produced a significant positive impact on both the successful completion of online renewal applications and also on the reduction of paper applications and lapsed licenses.

¹⁰ See Appendix F

While the vast majority of renewals were made in both years with a difference of only

764 more licenses in 2015 than in 2014, there were 1,001 more licenses in 2014 than in 2015.

In 2014, there were 1,001 more licenses in 2014 than in 2015.

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SCREC Staff Survey Data¹¹

| | Significantly Worse | Slightly Worse | No Noticeable Difference/ Did Not Improve | Slightly Improved | Significantly Improved | Total Respondents |
|--|---------------------|----------------|---|-------------------|------------------------|-------------------|
| Website Renewal Information | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 100.00% 6 | 6 |
| Online Renewal Process | 0.00% 0 | 0.00% 0 | 0.00% 0 | 33.33% 2 | 66.67% 4 | 6 |
| Log-in/Kickout Online Application Issues | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 100.00% 6 | 6 |
| Renewal Notices/Questions About Notices | 0.00% 0 | 0.00% 0 | 16.67% 1 | 16.67% 1 | 66.67% 4 | 6 |
| Call Volume and Time responding to Renewal Questions | 0.00% 0 | 0.00% 0 | 16.67% 1 | 33.33% 2 | 50.00% 3 | 6 |
| Manual Processing Time | 0.00% 0 | 0.00% 0 | 16.67% 1 | 0.00% 0 | 83.33% 5 | 6 |
| Disruption of Regular Work Processes and Workflow | 0.00% 0 | 0.00% 0 | 0.00% 0 | 33.33% 2 | 66.67% 4 | 6 |
| Staff Workload Distribution | 0.00% 0 | 0.00% 0 | 16.67% 1 | 50.00% 3 | 33.33% 2 | 6 |
| Late Renewals/Requests to Waive Penalties | 0.00% 0 | 0.00% 0 | 0.00% 0 | 33.33% 2 | 66.67% 4 | 6 |
| Overall Opinion of 2015 Renewal Cycle Compared to 2014 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 16.67% 1 | 83.33% 5 | 6 |

Staff surveys are the final group of data utilized to determine whether the process improvements are effective on the SCREC employee side of the renewal cycle. The above table shows the survey categories which were rated by staff for the 2015 renewal cycle as "Significantly Worse", "Slightly Worse", "No Noticeable Difference/Did Not Improve", "Slightly Improved", "Significantly Improved".

In the category of "Overall Opinion of 2015 Renewal Cycle Compared to 2014", 5 out of 6 staff members surveyed viewed the 2015 cycle as "Significantly Improved", while 1 out of 6 staff members rated 2015's cycle as "Slightly Improved". There were no members of staff who

¹¹ See Appendix I

did not feel that the 2015 renewal cycle was not an improvement from 2014. Comments from the surveyed staff members gave further insight into what they feel were the most important changes that contributed to the overall improvements in the 2015 renewal cycle. Common themes throughout the comments were that the email reminder notices were effective, more online renewals decreased the office workload, website information answered many of the questions that would lead to frequent phone calls, and the elimination of application kick-outs was helpful. There was constructive feedback provided that information regarding continuing education requirements and exemptions could be clearer.

SCREC Staff Survey Comments

Increased captioning of current email addresses has helped significantly. Larger percentage of licensees renewing online has decreased the work load on staff processing applications and fees.

1/21/2016 8:43 AM [View respondent's answers](#)

I noticed there not as many kick outs as for the previous year. In 2014, I noticed we had several people being locked out of the system for answering a question incorrectly. The Administrator, Rod, sent out several reminders via email stating the deadline for the renewal cycle. I noticed a big decrease in excuses from licensees towards the end of the year.

1/20/2016 8:59 AM [View respondent's answers](#)

1. I believe because emails were sent to all licensees as a reminder that their licenses had expired and failure to renew by the end of the year would result in the licensee losing their license status eliminated a lot of phone calls after January 1st. 2. Also, a renewal question and answer section were included on our website for licensees that may have had any questions and that helped eliminate some of the phone calls. 3. There were very few paper renewals to process this renewal cycle because the majority renewed online because I believe they understood what was required of them through the question and answer section on our website.

1/20/2016 8:54 AM [View respondent's answers](#)

Sent more reminders to licensees about their non-renewal of their license in past years and therefore more renewed online lessened the telephone back-log and saved staff time..

1/20/2016 8:39 AM [View respondent's answers](#)

WHAT HAS REALLY HELPED REALESTATE IMPROVE IN MANY WAYS AND ELIMINATE CALLS AND QUESTIONS IS ROD PUTTING INFORMATION ON THE WEBSITE.

1/19/2016 4:42 PM [View respondent's answers](#)

Eliminating Kickouts and Application Resets, information on the website regarding alternative login, penalties, and FAQ's, and multiple email notices had the biggest positive impact. In 2016, continuing education completion questions and waiver options can be more clear.

1/17/2016 8:16 PM [View respondent's answers](#)

Overall, the 2015 renewal cycle process improvements were a major success and accomplished the intended goals of the project. I recommend that we continue to make

modifications to the information provided through the website and renewal notices while maintaining the current processes. I will be working towards implementing improvements to the continuing education reporting process for the 2016 renewal cycle so that licensees will understand their options and so that it will be easier to audit continuing education compliance.



**South Carolina
Real Estate Commission**

Improving the Efficiency of the South Carolina Real Estate Commission's License Renewal Process

Appendices

- A. Website Renewal Information - Main Page/Renewal FAQ
- B. Online Renewal Form
- C. Mail-in Renewal Forms
- D. Mailer Renewal Notices and Final Notices
- E. E-mail Renewal Notices
- F. Total Lapsed Licenses after 2014 and 2015 Renewal Cycles
- G. Online Renewals by Month for 2014 Renewal Cycle
- H. Online Renewals by Month for 2015 Renewal Cycle
- I. Real Estate Commission Staff Surveys



South Carolina
Real Estate Commission

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- G. Online Renewals by Month for 2014 Renewal Cycle
- H. Online Renewals by Month for 2015 Renewal Cycle
- I. Real Estate Commission Staff Survey

Appendix A.

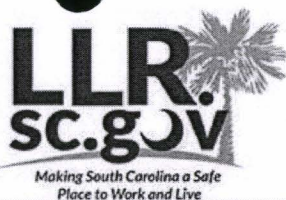
Website Renewal Information - Main

Page/Renewal FAQ

Appendix A

Website Renewal Information - Main

Page/Renewal FAQ



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South Carolina Department of Labor, Licensing and Regulation

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Professional Licensing Boards

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Media/FOIA Center



Today's Date: Tuesday, January 5, 2016

South Carolina Real Estate Commission

CRIMINAL BACKGROUND CHECK NOW REQUIRED:

A criminal background check is required of all examination and reciprocity applicants from a source approved by the Commission Pursuant to S.C. Code Section 40-57-115. Please visit the following link to obtain your SC Real Estate Commission criminal background check prior to submission of your application: <http://llr.sc.gov/recheck>

THE ANSWERS TO YOUR COMMON QUESTIONS:

Do you have a question regarding licensing or renewals? Before you contact us, look below to see if your question is answered in the licensing and renewal FAQ documents.

- REC LICENSING FAQ
- REC RENEWAL FAQ



Board News

IMPORTANT RENEWAL INFORMATION – RENEWALS GO ONLINE MAY 1st 2015

South Carolina Real Estate Licensees (except non-renewal provisional sales) with a June 30, 2015 expiration date may renew their licenses starting on May 1st, 2015. We encourage all expiring licensees to please renew online. Individuals who are required to report disciplinary action, criminal convictions or pending criminal charges since last renewal will need to submit additional documentation and will be provided an email address during the renewal process for submission. Login information will be included in the header of your renewal notice.

You may renew by logging in through the following link: <https://eservice.llr.sc.gov/OnlineRenewals/>

This is a time of extremely high volume for our staff. In order to efficiently serve our licensees and avoid disruption during this period, any walk-in applicants will not be able to have their renewals processed while they wait. Pocket cards also must be mailed to the office location of the supervising Broker or Property Manager in Charge. We also encourage you to READ CAREFULLY. All routine questions regarding renewal can be found in the Renewal FAQ linked at the top of this web page.

In order to renew as active, Salesperson and Broker licensees who are not exempt from completing South Carolina Continuing Education (CE) must have completed eight (8) hours of CE. Four (4) of these hours must include the core course, and the additional four hours may be comprised of electives.

A regularly updated calendar of upcoming CE courses is available at the following link.



Licensure Information

Licensee Lookup
Licensure with the Board
Applications and Forms
Fees
Online Transfer
Education
FAQ
Renew Your License
Change Your Address
Application Status
Print copy of your license



Publications

Publications
Related Links



Complaint/Board Order Information

Board Orders
File a Complaint
What Can I Expect When a Complaint is Filed Against Me?



Board Information/Laws and Policies

Laws/Policies
FOIA Requests
Minutes
Board Members
Agendas
Board Meeting Calendar



Contact Us

Telephone: (803) 896-4400

<http://llronline.com/POL/REC/recpdf/Doc151.pdf>

Remember that licenses which expire on June 30, 2015 and are not renewed before January 1, 2016 will be canceled by statute. After the expiration date, an additional \$25 late fee will be assessed for each month it is late through December. As a South Carolina Real Estate Licensee, it is your responsibility to keep up with your expiration date and to renew. Licensees are required to renew whether or not they receive notice.

I CAN NOT FIND MY LOGIN INFORMATION: If you are renewing online and you do not have your login information, please go to the renewal link at <https://eservice.llr.sc.gov> and select ' Alternative Login - I do not know my User ID/Password '. This will prompt you to enter information and have your login emailed to you. Your renewal User ID and password are also on your renewal notice.

I DO NOT KNOW MY EXPIRATION DATE: If you are not sure of your license expiration date, please utilize our licensee lookup to confirm your date. **Licensee Lookup**

EFFECTIVE 8/1/13: NEW South Carolina Residential Property Condition Disclosure Statement

- **NEW South Carolina Residential Property Condition Disclosure Statement (Effective August 1, 2013):** At the June 12, 2013 meeting of the South Carolina Real Estate Commission, a new South Carolina Residential Property Condition Disclosure Statement and Addendum was approved. The new form will go into effect on August 1, 2013 for any new listings, or any listings renewed after the effective date. A message to all licensees has been issued on behalf of the Commission regarding implementation of the new form which can be read below.
- Message from Commission regarding new August 2013 Disclosure Statement (pdf)
- South Carolina Residential Property Condition Disclosure Statement (Effective date 8/1/13) (pdf)
- South Carolina Residential Property Condition Disclosure Statement Addendum (Effective date 8/1/13) (pdf)

Other information:

- Exemptions To Disclosure Statement (pdf)
- Provisional License Upgrade Information
- S.C. Trust Account Guidelines (pdf)
- Language that needs to be added to contracts (pdf)
- Agency Disclosure Brochure (pdf)
- Designated Agency Agreement (pdf)
- Dual Agency Agreement (pdf)

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With respect to any information found on this website, neither the Department of Labor, Licensing and Regulation or any of its employees, makes any warranty, express or implied, including the warranties of merchantability and fitness for a particular purpose, or assumes any legal liability or responsibility for the accuracy, completeness, or usefulness of any information, apparatus, product, or process disclosed, or represents that its use would not infringe privately owned rights.

Email: Contact.REC@llr.sc.gov

Rod Atkinson
Administrator

William B. Tiller
Education Manager

Georgia Lewis
Advice Counsel to the Board

****The Office of Advice Counsel is responsible for providing legal advice to all Boards, Commissions and Panels, as well as their administrative staff. These attorneys do not provide legal advice to parties outside LLR.**

Synergy Business Park; Kingstree Building
110 Centerview Dr.
Columbia, S.C. 29210
(803) 896-4300 | Office Hours: 8:30 a.m. - 5:00 p.m.

SCREC RENEWAL FAQ

RA 4/15

Important Renewal Information:

- **Online renewal is strongly encouraged** and the quickest way to have your renewal processed and for us to update any changes in contact information or license status. Login information is mailed on your renewal notice. If you cannot find your login information, click the "alternate login" link on the renewal login page.
- **Please renew before the deadline. The license expires on June 30th. The license is canceled and one must re-qualify after December 31st. Late fees will be accrued at a rate of \$25 per month after expiration and will not be waived.**
- **Please do not wait until the last minute to attempt to renew.** You cannot get assistance after hours should there be a technical issue.
- **Please do not mail checks with your renewal notice or without completing a proper renewal application. ALSO please do not mail renewal application without payment.** One cannot be processed without the other.
- **Please read questions very carefully when completing the online renewal application** and answer appropriately. An inadvertent "yes" answer could have you kicked out of the application and require that you contact our office to have your online application reset.
- **Please complete your own renewal.** You as the licensee have to affirm and represent to SCREC accurate information regarding your CE, disciplinary or criminal history. Do not rely on others as you can be disciplined for misrepresentation or canceled for failure to complete your renewal.
- **Please confirm your renewal by going to licensee lookup at no less than 24 hours after completing renewal.** Many licensees begin the process and do not submit payment up expiring because the process was not completed, you can confirm your renewal through the licensee lookup link on our webpage.

Do I have to renew this year?

If you have an expiration date of 6/30 of this year, you are due for biennial renewal. Your renewal will be good for two years.

When can I renew my license?

Renewals begin on May 1st. Renewal notices will be mailed out on May 1st with online renewal login information however it is the responsibility of the licensee to renew whether or not they receive notice.

How do I renew my license:

You can login through online services and pay via credit card or electronic check. The renewal link will be posted on the SC Real Estate Commission's main webpage.

How much are the biennial renewal fees?

- Broker-in-Charge/Property Manager-in-Charge: \$75 per office supervised
- Broker/Property Manager: \$55
- Salesperson: \$45
- Inactive Salesperson, Broker or Property Manager: \$120
- Timeshare Salesperson: \$50

What are the penalties for late renewal?

Licenses expire on June 30th and an expired licensee is considered unlicensed to practice real estate in South Carolina. **Late renewal fee:** Accrues at a rate of \$25 per month, beginning July 1st through December 31st. After December 31st, the license is statutorily canceled and must reapply/requalify.

Do I need to take SC Continuing Education (CE)?

- If you are a SC Resident licensee wishing to be in "Active" status you will need to complete continuing education in SC.
- If you are a licensee and resident in another jurisdiction, you will need to satisfy the CE requirements of your resident jurisdiction.
- If this is your first renewal since taking the sales post-licensing course, you do not need any additional CE this cycle.
- If you are remaining "Inactive" or want to renew in "Inactive" status, you do not need to complete CE until you decide to reactivate.

I have to take SC Continuing Education, How many hours of CE do I need?

Eight (8) hours to renew as Active. Four (4) hours must be the mandatory core course, the additional four (4) hours are electives (may take distance education/online courses). A CE Course Calendar is posted under our "Applications and Forms" menu link as Document # 151. A directory of courses and providers is Document # 140.

I was active but didn't complete required SC Continuing Education, can I still renew?

Yes, answer the CE question that you did not complete CE and wish to place your license on inactive status. Your license will be renewed and placed on Inactive until you complete CE and choose to reactivate.

Can I walk in to your office and get my renewal expedited?

Unfortunately we cannot accommodate walk-in or expedited renewal processing. This is an extremely high volume period for our staff and we have to process applications in the order they are received to avoid disruptions and human error. We highly encourage online renewals as most of the process is automated and allows for faster processing.

I got locked out/kicked out of online renewals, what do I do?

If you are unable to log in due to repeated failed password attempts, please close all browser windows and try coming back to the website or clearing browser cookies. It is a temporary lockout to prevent password hacking attempts.

If you are locked out due to answering "YES" to questions regarding a criminal conviction or a disciplinary action against a professional license since last renewal, you will need to send in a paper renewal form with copies of conviction documentation or the disciplinary order and a written explanation. Paper applications can be found linked under our "Applications and Forms" link on the SCREC webpage.

All information, applications and forms can be found at:

<http://lironline.com/POL/REC>

Appendix B.

Online Renewal Form

Appendix B. Online Renewal Form

Online Renewals



South Carolina Department of Labor, Licensing and Regulation

JOEY. JOHN TESTPERSON IIV - REL.76518

Requirements:

1. Online Renewal is available until 11:59 P.M. on December 31, 2015, after June 30, 2015 additional late fees will apply.
2. **If you had a legal name change**, prior to renewing your license, please submit a copy of the legal document(s) (i.e., marriage certificate, divorce decree, court order) to the Board for us to update your file. **Check Real Estate's Licensee Lookup page periodically for your name change. Once your file has been updated, you may then renew your license online.**
3. No company name, company address or license transfer can be made during this online renewal process.

Renewal Checklist:

The following information is required to complete the online renewal process:

1. A valid User ID and Password from your renewal notice.
2. A valid VISA, MasterCard credit card or electronic check. You may also use a debit card, but it must have the VISA or MasterCard logo on the front of the card. Insert credit/debit card number only, no spaces or dashes.
3. Once you have entered your credit/debit card information, you should receive a message stating **"Authorization Succeeded"**. If you pay with an **e-check**, you should receive a message stating, **"Check Received"**. This is confirmation that your payment was received.

Additional Information:

1. **All licensees except Timeshare Salespersons will renew for two years, JULY 1, 2015 THROUGH JUNE 30, 2017 with a two year renewal fee. Timeshare Salespersons will renew for one year, through June 30, 2016.**
1. Your license card will be mailed to your Broker in Charge.
2. If you have not met the Continuing Education requirements and are not exempt from this requirement, you will have the opportunity renew by placing your license on **INACTIVE** status.

Note: Licensees wanting to place their license on INACTIVE status, should answer NO to the CE requirement question and NO to the following exemption question.

Should you encounter any problems please contact us by email at Contact.REC@LLR.SC.GOV. Include a description of the problem, along with your name, license number and daytime telephone number where you can be reached.

Begin Renewal Process



Online Renewals

South Carolina Department of Labor, Licensing and Regulation

JOEY. JOHN TESTPERSON IIV - REL.76518

South Carolina Law requires the agency collect personal information which is only disseminated as required by law. The South Carolina Freedom of Information Act ensures that the public has a right to access appropriate records and information possessed by a government agency. Therefore, some personal information on your renewal application and other documents on file, may be subject to public scrutiny or release. The Department collects and disseminates personal information in compliance with The South Carolina Freedom of Information Act, the South Carolina Family Privacy Protection Act, and other applicable privacy laws and regulations. Additionally, the Department shares certain information on the application with other governmental agencies for various governmental purposes, including research and statistical services. In order to better protect the information you provide, please provide the Department with the following information that may be released to the public upon request:

A public mailing address
A public email address
Public telephone number

Please verify that the mailing information posted below is correct. Click the change link to update incorrect information or enter data in blank fields.

Main Address

Mailing:

Yes

Phone:

(810) 278-4184

Fax:

Address:

JOEY JOHN TESTPERSON

110 CENTERVIEW DR

Any City, SC 000000

[\[Change address info\]](#)

County:

Aiken

Country:

UNITED STATES

Congressional District:

District 2

Home Address

Phone:

9196963482

Fax:

Address:

JOEY JOHN TESTPERSON

JOEY ARCHITECT INC

110 CENTERVIEW DR

COLUMBIA, NC 29211

[Change address info]

County:

Out of State

Country:

UNITED STATES

Congressional District:

Unknown

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Online Renewals

South Carolina Department of Labor, Licensing and Regulation

JOEY. JOHN TESTPERSON IIV - REL.76518

South Carolina Law requires the agency collect personal information which is only disseminated as required by law. The South Carolina Freedom of Information Act ensures that the public has a right to access appropriate records and information possessed by a government agency. Therefore, some personal information on your renewal application and other documents on file, may be subject to public scrutiny or release. The Department collects and disseminates personal information in compliance with The South Carolina Freedom of Information Act, the South Carolina Family Privacy Protection Act, and other applicable privacy laws and regulations. Additionally, the Department shares certain information on the application with other governmental agencies for various governmental purposes, including research and statistical services. In order to better protect the information you provide, please provide the Department with the following information that may be released to the public upon request:

A public mailing address

A public email address

Public telephone number

Below are the emails we have for you in our database. Please verify they are correct before continuing.

| Action | Email Address |
|-----------|--|
| [Edit] | gould@gmail.com |
| [Edit] | joey8009@llr.sc.gov |
| [Add New] | |
| Back | Next |



Online Renewals

South Carolina Department of Labor, Licensing and Regulation

JOEY. JOHN TESTPERSON IIV - REL.76518

Require answers below.

Required answers below.

1)

Have you completed the required number of Continuing Education hours to renew this license? (You should have earned eight (8) hours total of core and elective continuing education **since** you last renewed or reinstated your license.)

☐ NO ☐ YES *



Online Renewals

South Carolina Department of Labor, Licensing and Regulation

JOEY. JOHN TESTPERSON IIV - REL.76518**CONTINUING EDUCATION EXEMPTION REASONS**

| Number | Reason |
|--------|---|
| 1 | I have completed post-licensing courses or broker course during this renewal period. |
| 2 | I have an exemption letter from the R.E. Commission confirming I am 65 and licensed for 25 or more years. |
| 3 | I am a non-resident and have satisfied the requirements of the jurisdiction of my residence. |
| 4 | I am an approved instructor and have requested in writing and received MCE credit for educational tasks. |
| 5 | I am licensed as a property manager or time-share salesman. |

Require answers below.

Required answers below.

1)

You have indicated that you have **NOT** earned the required continuing education hours to renew your license.

Are you exempt from continuing education?

☐ NO ☐ YES *

Note: In order to be exempt from continuing education, you must have met at least one of the requirements displayed in the table above.



Online Renewals

South Carolina Department of Labor, Licensing and Regulation

JOEY. JOHN TESTPERSON IIV - REL.76518**CONTINUING EDUCATION EXEMPTION REASONS**

| Number | Reason |
|--------|---|
| 1 | I have completed post-licensing courses or a broker course during this renewal period. |
| 2 | I have an exemption letter from the R.E. Commission confirming I am 65 and licensed for 25 or more years. |
| 3 | I am a non-resident and have satisfied the requirements of the jurisdiction of my residence. |
| 4 | I am an approved instructor and have requested in writing and received MCE credit for educational tasks. |
| 5 | I am licensed as a property manager or time-share salesman. |

Require answers below.

Required answers below.

1)

You have indicated that you are exempt from the Continuing Education requirements.

Looking at the **Continuing Education Exemption Reasons** above, select the **number** that corresponds with your exemption reason.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 *



Online Renewals

South Carolina Department of Labor, Licensing and Regulation

JOEY. JOHN TESTPERSON IIV - REL.76518

Require answers below.

Required answers below.

1)

Since you last renewed your license, has any professional disciplinary action been taken against you in any state since you have become licensed in South Carolina that has not been previously disclosed?

☐ NO ☒ YES *

[Back](#)[Next](#)



Online Renewals

South Carolina Department of Labor, Licensing and Regulation

JOEY. JOHN TESTPERSON IIV - REL.76518

Require answers below.

Required answers below.

1)

You answered "YES" that you have had a disciplinary action against a professional license in any jurisdiction, please submit a copy of the disciplinary order, citation or agreement.

Please explain and provide the appropriate information to Contact.REC@LLR.SC.GOV within ten days via email. Please reference the name under which you are licensed and your license number in the email. Failure to make full disclosure could be grounds for disciplinary action.



Online Renewals

South Carolina Department of Labor, Licensing and Regulation

JOEY. JOHN TESTPERSON IIV - REL.76518

Require answers below.

Required answers below.

1)

You answered **"YES"**, that you have had a conviction, guilty plea or plea of nolo contendere for a crime other than a minor traffic offense since last renewal, please provide a criminal background report or court documentation of the conviction and sentencing from the jurisdiction(s) in which the violation occurred.

Please explain and provide the appropriate information to Contact.REC@LLR.SC.GOV within ten days via email. Please reference the name under which you are licensed and your license number in the email. Failure to make full disclosure could be grounds for disciplinary action.

| | | |
|------|-------------|---|
| | ⬆ ⬇ ⬆ | * |
| Back | Next | |



Online Renewals

South Carolina Department of Labor, Licensing and Regulation

JOEY. JOHN TESTPERSON IIV - REL.76518

Require answers below.

Required answers below.

1)

Since you last renewed your license, have you been convicted of or have pled guilty or nolo contendere to a crime other than a minor traffic offense?

☐ NO ☒ YES *

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Next



Online Renewals

South Carolina Department of Labor, Licensing and Regulation

JOEY. JOHN TESTPERSON IIV - REL.76518*Please answer the question regarding any change in your legal status since initial licensure.*

Require answers below.

Required answers below.

1)

Has there been any change in the status of your lawful presence in the United States since initial licensure?

☐ NO ☒ YES *



Online Renewals

South Carolina Department of Labor, Licensing and Regulation

JOEY. JOHN TESTPERSON IIV - REL.76518

Require answers below.

Required answers below.

1)

Please provide a brief explanation of the change in your Eligibility status.

*

Online Renewals



South Carolina Department of Labor, Licensing and Regulation

JOEY. JOHN TESTPERSON IIV's Renewal Summary

Please review all information you have provided. Click on the "Edit my Answers" link to change any information given or click on the "I Agree" button to verify that all information posted below is correct and to proceed to payment options.

Please note that knowingly providing false information may result in denial of registration.

Instructions

Requirements:

1. Online Renewal is available until 11:59 P.M. on December 31, 2015, after June 30, 2015 additional late fees will apply.
2. **If you had a legal name change**, prior to renewing your license, please submit a copy of the legal document(s) (i.e., marriage certificate, divorce decree, court order) to the Board for us to update your file. **Check Real Estate's Licensee Lookup page periodically for your name change. Once your file has been updated, you may then renew your license online.**
3. No company name, company address or license transfer can be made during this online renewal process.

Renewal Checklist:

The following information is required to complete the online renewal process:

1. A valid User ID and Password from your renewal notice.
2. A valid VISA, MasterCard credit card or electronic check. You may also use a debit card, but it must have the VISA or MasterCard logo on the front of the card. Insert credit/debit card number only, no spaces or dashes.
3. Once you have entered your credit/debit card information, you should receive a message stating "Authorization Succeeded". If you pay with an **e-check**, you should receive a message stating, "Check Received". This is confirmation that your payment was received.

Additional Information:

- 1. All licensees except Timeshare Salespersons will renew for two years, JULY 1, 2015 THROUGH JUNE 30, 2017 with a two year renewal fee. Timeshare Salespersons will renew for one year, through June 30, 2016.**

1. Your license card will be mailed to your Broker in Charge.
2. If you have not met the Continuing Education requirements and are not exempt from this requirement, you will have the opportunity renew by placing your license on **INACTIVE** status.

Note: Licensees wanting to place their license on INACTIVE status, should answer NO to the CE requirement question and NO to the following exemption question.

Should you encounter any problems please contact us by email at Contact.REC@LLR.SC.GOV. Include a description of the problem, along with your name, license number and daytime telephone number where you can be reached.

Renewal Questions

Address/Email

Address

MAIN ADDRESS

Mailing: Yes
Phone: (810) 278-4184
Fax:
Address: JOEY JOHN TESTPERSON
110 CENTERVIEW DR
Any City, SC 000000
County: Aiken
Country: UNITED STATES
Congressional District: District 2

HOME ADDRESS

Phone: 9196963482
Fax:
Address: JOEY JOHN TESTPERSON
JOEY ARCHITECT INC
110 CENTERVIEW DR
COLUMBIA, NC 29211
County: Out of State
Country: UNITED STATES
Congressional District: Unknown

Email

gould@gmail.com
joey8009@llr.sc.gov

CE Requirements

CE Requirements

- 1) Have you completed the required number of Continuing Education hours to renew this license? (You should have earned eight (8) hours total of core and elective continuing education **since** you last renewed or reinstated your license.)

☐ NO ☒ YES

Discipline Information

Discipline 1

- 1) Since you last renewed your license, has any professional disciplinary action been taken against you in any state since you have become licensed in South Carolina that has not been previously disclosed?

☒ NO ☐ YES

Discipline 2

- 1) Since you last renewed your license, have you been convicted of or have pled guilty or nolo contendere to a crime other than a minor traffic offense?

☒ NO ☐ YES

Eligibility Information

Eligibility

Please answer the question regarding any change in your legal status since initial licensure.

- 1) Has there been any change in the status of your lawful presence in the United States since initial licensure?

☒ NO ☐ YES

I understand that submitting a false, fraudulent, or forged statement or document or omitting a material fact in obtaining licensure may be grounds for disciplinary action against my license. Under penalty of law, I hereby swear or affirm that the information I have provided in the application is complete and correct, and that I have complied with all criteria for applying online. Please print a copy of this receipt for your records.

Online Renewals



South Carolina Department of Labor, Licensing and Regulation

JOEY. JOHN TESTPERSON IIV - REL.76518

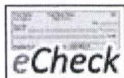
ONLINE PAYMENT OPTIONS

Total \$45.00
Amount:

Pay With Credit Card



Pay By Online Check



Appendix C.

Mail-in Renewal Forms

Mail-in Renewal Forms

Appendix C.

SC DEPARTMENT OF LABOR LICENSING AND REGULATIONS
REAL ESTATE COMMISSION

ACTIVE LICENSE RENEWAL

Renewal Instructions

1. Complete all information requested on this form, sign and date application. Incomplete applications will be returned.
2. Make any necessary corrections to your address, phone or e-mail.
3. Mail completed application with a payment made payable to LLR-Real Estate Commission, P.O. Box 11847, Columbia, SC 29211-1847. Applications must be postmarked by the Post Office on or before June 30, 2015.

IMPORTANT RENEWAL INFORMATION AND FEE SCHEDULE

ALL RENEWAL FEES ARE DUE BY JUNE 30, 2015.
AFTER JUNE 30, 2015 THE LICENSE IS LAPSED

License Number: _____

Name: _____

Address (Make any personal address changes here):

Phone: _____

E-Mail: _____

Type of License & Fee (check one) ✓

| | |
|-------------------------------------|-----------------|
| BROKER-in-CHARGE (2 YEAR) | \$75 per office |
| PROPERTY MANAGER-in-CHARGE (2 YEAR) | \$75 per office |
| BROKER (2 YEAR) | \$55 |
| PROPERTY MANAGER (2 YEAR) | \$55 |
| SALES (2 YEAR) | \$45 |
| TIMESHARE SALESPERSON (1 YEAR) | \$50 |

Late Renewal Fee includes license renewal fee plus additional late fees as display below:

| | |
|-------------------------------------|-------|
| July 1-31, 2015 Applicable Late Fee | \$25 |
| Aug. 1-31, 2015 Applicable Late Fee | \$50 |
| Sept 1-30, 2015 Applicable Late Fee | \$75 |
| Oct. 1-31, 2015 Applicable Late Fee | \$100 |
| Nov. 1-30, 2015 Applicable Late Fee | \$125 |
| Dec. 1-31, 2015 Applicable Late Fee | \$150 |

After December 31, 2015 License is Cancelled

- Yes ☐ No ☐ Since you last renewed your license, has any professional disciplinary action been taken against you in any state since you have become licensed in South Carolina that has not been previously disclosed? If Yes, please include a full written explanation.
- Yes ☐ No ☐ Since you last renewed your license, have you been convicted of or have pled guilty or nolo contendere to a felony or crime of moral turpitude or are there charges pending against you now that has not been previously disclosed? If Yes, please include a full explanation and documentation.
- Yes ☐ No ☐ Since you last renewed your license, has there been any change in the status of your lawful presence in the United States since initial licensure? (ie. naturalization; received a renewed permanent resident card)? If Yes, please include a full written explanation.

Do not RETURN this form until you have completed one of the options below.

You MUST check one of the options:

- _____ I have completed the required number of Continuing Education hours to renew this license. (You should have earned 8 hours total of continuing education, 4 hours core and 4 hours elective, **since** you last renewed or reinstated your license.). (Do not send MCE certificates – save for your records)
- _____ I have NOT met continuing education requirements. Please renew my license and place it on inactive status.

-OR-

I AM EXEMPT FROM CONTINUING EDUCATION BECAUSE:

- _____ I have completed post-licensing courses or a broker course during this renewal period.
- _____ I have an exemption letter from the R.E. Commission confirming I am 65 and licensed for 25 or more years.
- _____ I am a non-resident and have satisfied the requirements of the jurisdiction of my residence.
- _____ I am an approved instructor and have requested in writing and received MCE credit for courses I have taught.
- _____ I am licensed as a property manager or timeshare salesperson.

I affirm the above information supplied is true.

Signature _____

Date _____

Failure to check one option and/or to affirm the information by signing the form will result in the form being returned to you. Forms mailed to the Commission after the deadline will be subject to late penalties. **Forms must be postmarked no later than June 30 to avoid late fees.**

South Carolina Law requires the agency collect personal information which is only disseminated as required by law. The South Carolina Freedom of Information Act ensures that the public has a right to access appropriate records and information possessed by a government agency. Therefore, some personal information on your renewal application and other documents on file, may be subject to public scrutiny or release. The Department collects and disseminates personal information in compliance with The South Carolina Freedom of Information Act, the South Carolina Family Privacy Protection Act, and other applicable privacy laws and regulations. Additionally, the Department shares certain information on the application with other governmental agencies for various governmental purposes, including research and statistical services. In order to better protect the information you provide, please provide the Department with the following information that may be released to the public upon request: a public mailing address, a public email address and a public telephone number.

**SC DEPARTMENT OF LABOR LICENSING AND REGULATIONS
REAL ESTATE COMMISSION
INACTIVE LICENSE RENEWAL**

Renewal Instructions

1. Complete all information requested on this form, sign and date application. Incomplete applications will be returned.
2. Make any necessary corrections to your address, phone or e-mail.
3. Mail completed application with a payment made payable to LLR-Real Estate Commission, P.O. Box 11847, Columbia, SC 29211-1847. Applications must be postmarked by the Post Office on or before June 30, 2015 to avoid late fees.

IMPORTANT INACTIVE RENEWAL INFORMATION AND FEE SCHEDULE

ALL RENEWAL FEES ARE DUE BY JUNE 30, 2015.

AFTER JUNE 30, 2015 THE LICENSE IS LAPSED.

AFTER DECEMBER 31, 2015 THE LICENSE IS CANCELED. PRE-LICENSING EDUCATION AND EXAMINATION WILL BE REQUIRED TO REQUALIFY.

License Number: _____

Name: _____

Address (Make any personal address changes here):

Phone: _____

E-Mail: _____

Type of License & Fee (check one) ✓

| | | |
|--------------------------|---|-------|
| <input type="checkbox"/> | INACTIVE BROKER (2 YEAR LICENSE) | \$120 |
| <input type="checkbox"/> | INACTIVE SALES (2 YEAR LICENSE) | \$120 |
| <input type="checkbox"/> | INACTIVE PROPERTY MGR. (2 YEAR LICENSE) | \$120 |

Late Renewal Fees includes \$120 Inactive license fee plus additional late fees as display below:

| | | | |
|--------------------------|-----------------|---------------------|-------|
| <input type="checkbox"/> | July 1-31, 2015 | Applicable Late Fee | \$25 |
| <input type="checkbox"/> | Aug. 1-31, 2015 | Applicable Late Fee | \$50 |
| <input type="checkbox"/> | Sept 1-30, 2015 | Applicable Late Fee | \$75 |
| <input type="checkbox"/> | Oct. 1-31, 2015 | Applicable Late Fee | \$100 |
| <input type="checkbox"/> | Nov. 1-30, 2015 | Applicable Late Fee | \$125 |
| <input type="checkbox"/> | Dec. 1-31, 2015 | Applicable Late Fee | \$150 |

After December 31, 2015 License is Cancelled

Do not RETURN this form until you have completed each one of the questions below.

Yes ☐ No ☐ Since you last renewed your license, has any professional disciplinary action been taken against you in any state since you have become licensed in South Carolina that has not been previously disclosed? If Yes, please include a full written explanation.

Yes ☐ No ☐ Since you last renewed your license, have you been convicted of or have pled guilty or nolo contendere to a felony or crime of moral turpitude or are there charges pending against you now that has not been previously disclosed? If Yes, please include a full explanation and documentation.

Yes ☐ No ☐ Since you last renewed your license, has there been any change in the status of your lawful presence in the United States since initial licensure? (ie. naturalization; received a renewed permanent resident card)? If Yes, please include a full written explanation.

I affirm the above information supplied is true.

Signature _____

Date _____

Failure to answer the above questions and/or to affirm the information by signing the form will result in the notice being returned to you. Forms mailed back to the Commission after the deadline will be subject to late penalties. Forms must be postmarked no later than June 30, 2015 to avoid late fees.

South Carolina Law requires the agency collect personal information which is only disseminated as required by law. The South Carolina Freedom of Information Act ensures that the public has a right to access appropriate records and information possessed by a government agency. Therefore, some personal information on your renewal application and other documents on file, may be subject to public scrutiny or release. The Department collects and disseminates personal information in compliance with The South Carolina Freedom of Information Act, the South Carolina Family Privacy Protection Act, and other applicable privacy laws and regulations. Additionally, the Department shares certain information on the application with other governmental agencies for various governmental purposes, including research and statistical services. In order to better protect the information you provide, please provide the Department with the following information that may be released to the public upon request: a public mailing address, a public email address and a public telephone number.

Appendix D.

Mailer Renewal Notices and Final Notices

Appendix D.
Mailer Renewal Notices and Final
Notices

The User ID and Password grants access to online services provided by LLR. Please keep your User ID and Password in a secure location.

RENEWAL NOTICE ONLY

License Number: «Credential Number Only»

Name: «First Name» «Middle Name» «Last Name» «Suffix»

User Id: «olrUserID»

Password: «olrpassword»

Renewal Website: <https://eservice.llr.sc.gov/OnlineRenewals/>

Do not return this form with your check.

This form is not a renewal application, only a renewal notice to assist you in renewing your license online. Online renewal is available twenty-four (24) hours a day. You can print a receipt for your records, confirming that you have completed the renewal process and that your VISA, MasterCard, or electronic check has been accepted. You may also use a debit card, but it must have the VISA or MasterCard logo on the front of the card. Your new pocket card will be processed and mailed to the office of the company in which you are licensed and not to your home address.

IMPORTANT RENEWAL INFORMATION AND FEE SCHEDULE

- **Broker & Property Manager License** (2-years) \$55
- **Broker-in-Charge & Property Manager-In-Charge** (2-years) \$75 per office supervised.
- **Sales License** (2-years) \$45
- **Timeshare Salesperson** (1 year) \$50
- **After June 30, 2015** the License is **lapsed** and must be reinstated no later than December 31, 2015.
Late Renewal Fees:
 - July 1-31, 2015 - License Fee + \$25 Late Fee
 - August 1-31, 2015 - License Fee + \$50 Late Fee
 - September 1-30, 2015 - License Fee + \$75 Late Fee
 - October 1-31, 2015 - License Fee + \$100 Late Fee
 - November 1-30, 2015 - License Fee + \$125 Late Fee
 - December 1-31, 2015 - License Fee + \$150 Late Fee
 - After December 31, 2015 - License is **cancelled**
- For the 2015 renewal cycle a calendar of approved continuing education courses may be retrieved at the following website:
<http://www.llr.state.sc.us/POL/REC/RECPDF/Doc151.pdf>.
Licensees need eight (8) hours total (4 core and 4 elective) continuing education for active renewal of a broker or sales license. No continuing education is required of property managers or timeshare salespersons.

South Carolina Department of Labor, Licensing and Regulation
Real Estate Commission
P.O. Box 11847
Columbia, S.C. 29211-1847

IMPORTANT LICENSE RENEWAL INFORMATION

OPEN IMMEDIATELY

«First Name» «Middle Name» «Last Name» «Suffix»
«Mailing Address1»
«Mailing Address2»
«Mailing City» «Mailing StateCode» «Mailing Zipcode»

| |
|--|
| FIRST-CLASS MAIL U.S. POSTAGE PAID COLUMBIA, SC Permit No. 368 |
|--|

The User ID and Password grants access to online services provided by LLR. Please keep your User ID and Password in a secure location.

South Carolina Department of Labor, Licensing and Regulation

Real Estate Commission

P.O. Box 11847, Columbia, S.C. 29211-1847

INACTIVE RENEWAL NOTICE ONLY

License Number: «Credential Number Only»

Name: «First_Name»«Middle_Name»«Last_Name»«Suffix»

User Id: «olrUserID»

Password: «olrpassword»

Renewal Website: <https://eservice.llr.sc.gov/OnlineRenewals/>

Do not return this form with your check.

This form is not a renewal application, only a renewal notice to assist you in renewing your inactive license online. Online renewal is available twenty-four (24) hours a day. You can print a receipt for your records, confirming that you have completed the renewal process and that your VISA, MasterCard, or electronic check has been accepted. You may also use a debit card, but it must have the VISA or MasterCard logo on the front of the card. You will receive a letter from the Commission acknowledging that you have renewed your inactive license online.

IMPORTANT RENEWAL INFORMATION AND FEE SCHEDULE

- Inactive Broker, Sales and Property Manager (2) year renewal fee - \$120
- After June 30, 2015 the license is **lapsed** and must be reinstated no later than December 31, 2015.

Late Renewal Fees:

July 1-31, 2015 – \$120 Inactive Renewal Fee + \$25 Late Fee
August 1-31, 2015 – \$120 Inactive Renewal Fee + \$50 Late Fee
September 1-30, 2015 – \$120 Inactive Renewal Fee + \$75 Late Fee
October 1-31, 2015 – \$120 Inactive Renewal Fee + \$100 Late Fee
November 1-30, 2015 – \$120 Inactive Renewal Fee + \$125 Late Fee
December 1-31, 2015 – \$120 Inactive Renewal Fee + \$150 Late Fee
After December 31, 2015 – Inactive License is **cancelled**

- No continuing education is required of an inactive licensee until you elect to activate your license.

South Carolina Department of Labor, Licensing and Regulation
Real Estate Commission
P.O. Box 11847
Columbia, S.C. 29211-1847

IMPORTANT RENEWAL INFORMATION

OPEN IMMEDIATELY

«First_Name» «Middle_Name»«Last_Name»«Suffix»
«Mailing_Address1»
«Mailing_Address2»
«Mailing_City» «Mailing_StateCode» «Mailing_Zipcode»

FIRST-CLASS MAIL
U.S. POSTAGE
PAID
COLUMBIA, SC
Permit No. 368



Nikki R. Haley
Governor

Richele Taylor
Director

South Carolina
Department of Labor, Licensing and Regulation

Real Estate Commission



110 Centerview Drive
Post Office Box 11847
Columbia, SC 29211-1847
Phone: (803) 896-4400
FAX: (803) 896-4427
www.llronline.com/POL/REC

DATE

«Credential Number Only»
«First Name» «Middle Name» «Last Name» «Suffix»
«Main Name»
«Main Address1»
«Main Address2»
«Main City» «Main StateCode» «Main Zipcode»

Dear «Contact Name»:

**FINAL NOTICE
ACTIVE LICENSE**

NOTICE OF PENDING LICENSE CANCELLATION

Your active real estate license lapsed on June 30, 2015 for failure to submit your complete license renewal application and renewal fee. You may still renew the license by paying the renewal fee plus late penalty provided you do so by December 31, 2015. After that date your license will be cancelled.

To renew your license, you may do so online or mail-in the renewal form to the South Carolina Real Estate Commission.

UserID: «olrUserID» Password: «olrpassword»

Renew Online – <https://eservice.llr.sc.gov/onlinerenewals>

Mail-in Renewal Form – <http://www.llronline.com/POL/REC>



Nikki R. Haley
Governor

Richele Taylor
Director

South Carolina
Department of Labor, Licensing and Regulation

Real Estate Commission



110 Centerview Drive
Post Office Box 11847
Columbia, SC 29211-1847
Phone: (803) 896-4400
FAX: (803) 896-4427

www.llronline.com/POL/REC

DATE

«Credential Number Only»
«First Name» «Middle Name» «Last Name» «Suffix»
«Main Address1»
«Main Address2»
«Main City» «Main StateCode» «Main Zipcode»

Dear «Contact Name»:

FINAL NOTICE INACTIVE LICENSE

NOTICE OF PENDING LICENSE CANCELLATION

Your inactive real estate license lapsed on June 30, 2015 for failure to submit your complete license renewal application and renewal fee. You may still renew the license by paying the renewal fee plus late penalty provided you do so by December 31, 2015. After that date your license will be cancelled.

To renew your license, you may do so online or mail-in the renewal form to the South Carolina Real Estate Commission.

UserID: «olrUserID» **Password:** «olrpassword»

Renew Online – <https://eservice.llr.sc.gov/onlinerenewals>

Mail-in Renewal Form – <http://www.llronline.com/POL/REC>

Please note it is not required for an inactive licensee to complete continuing education to renew.

Appendix E.

E-mail Renewal Notices

Appendix E.

E-mail Renewal Notices

This is a reminder that you have not yet renewed your South Carolina Real Estate license and it is due to expire on 6/30/2015.

You may renew by logging in through the following link:

<https://eservice.llr.sc.gov/OnlineRenewals/>

Renewal notices were mailed out on May 1st, 2015.

If you did not receive notice, lost your notice, or you do not know your login User ID and Password, please click the link above and select “Alternative Login – I do not know my User ID/Password”. Once logged in, be sure to check and update your address, as notices were mailed to your address of record.

In order to renew as active, Salesperson and Broker licensees who are not exempt from completing South Carolina Continuing Education (CE) must have completed eight (8) hours of CE. Four (4) of these hours must include the core course, and the additional four hours may be comprised of electives.

If you have not completed CE you may indicate such and you will be allowed to renew, but will have to be placed on “inactive” status.

If you are South Carolina CE Exempt, please select” NO” to the CE question, you will be prompted to select your exemption or if you do not have an exemption.

Property Managers and Timeshare Salesperson licensees do not have to meet any CE requirements currently in SC to renew as active.

All information and renewal instructions can be found on the front page of the Real Estate Commission web page at <http://llronline.com/POL/REC/>

If you have any additional questions, a PDF renewal FAQ document is also available at the following link:

<http://llronline.com/POL/REC/RECPDF/REC%20RENEWAL%20FAQ.pdf>

LICENSE EXPIRATION REMINDER – SC REAL ESTATE COMMISSION

This is a reminder that you have not yet renewed your South Carolina Real Estate license and it is due to expire on **6/30/2015**. There are less than 15 days left to renew without penalty.

If you do not renew by this date, you are considered unlicensed and must not engage in any activities requiring licensure. You may reinstate your license up until December 31st, however there will be an additional accrued late fee of \$25 per month of delinquency. If you do not renew by December 31st, 2015, your license is CANCELED and you must re-qualify for initial licensure.

Renewal is required of both Active and Inactive status licensees to preserve licensure.

You may renew by logging in through the following link:

<https://eservice.llr.sc.gov/OnlineRenewals/>

If you did not receive notice, lost your notice, or you do not know your login User ID and Password, please click the link above and select “Alternative Login – I do not know my User ID/Password”. Once logged in, be sure to check and update your address, as notices were mailed to your address of record.

In order to renew as active, Salesperson and Broker licensees who are not exempt from completing South Carolina Continuing Education (CE) must have completed eight (8) hours of CE. Four (4) of these hours must include the core course, and the additional four hours may be comprised of electives.

If you have not completed CE you may indicate such and you will be allowed to renew, but will have to be placed on “inactive” status.

If you are South Carolina CE Exempt, please select” NO” to the CE question, you will be prompted to select your exemption or if you do not have an exemption.

Property Managers and Timeshare Salesperson licensees do not have to meet any CE requirements currently in SC to renew as active.

All information and renewal instructions can be found on the front page of the Real Estate Commission web page at <http://llronline.com/POL/REC/>

If you have any additional questions, a PDF renewal FAQ document is also available at the following link:

<http://llronline.com/POL/REC/RECPDF/REC%20RENEWAL%20FAQ.pdf>

LICENSE EXPIRATION REMINDER – SC REAL ESTATE COMMISSION

This is a reminder that you have not yet renewed your South Carolina Real Estate license and it is due to expire on **6/30/2015**. There are **less than 48 Hours** left to **renew without penalty**.

Please understand we will not be able to help you with technical or login issues prior to expiration if you wait until near or after close of business tomorrow to attempt to renew. Late Penalties will not be waived.

If you do not renew by this date, you are considered unlicensed and must not engage in any activities requiring licensure. You may reinstate your license up until December 31st, however there will be an additional accrued late fee of \$25 per month of delinquency. If you do not renew by December 31st, 2015, your license is CANCELED and you must re-qualify for initial licensure.

Renewal is required of both Active and Inactive status licensees to preserve licensure.

You may renew by logging in through the following link:

<https://eservice.llr.sc.gov/OnlineRenewals/>

If you did not receive notice, lost your notice, or you do not know your login User ID and Password, please click the link above and select “Alternative Login – I do not know my User ID/Password”. Once logged in, be sure to check and update your address, as notices were mailed to your address of record.

In order to renew as active, Salesperson and Broker licensees who are not exempt from completing South Carolina Continuing Education (CE) must have completed eight (8) hours of CE. Four (4) of these hours must include the core course, and the additional four hours may be comprised of electives.

If you have not completed CE you may indicate such and you will be allowed to renew, but will have to be placed on “inactive” status.

If you are South Carolina CE Exempt, please select” NO” to the CE question, you will be prompted to select your exemption or if you do not have an exemption.

Property Managers and Timeshare Salesperson licensees do not have to meet any CE requirements currently in SC to renew as active.

All information and renewal instructions can be found on the front page of the Real Estate Commission web page at <http://llronline.com/POL/REC/>

If you have any additional questions, a PDF renewal FAQ document is also available at the following link:

<http://llronline.com/POL/REC/RECPDF/REC%20RENEWAL%20FAQ.pdf>

Printable renewal applications may be found at the following applications and forms page under the “Renewal Applications” header. All mailed applications must be postmarked and received with appropriate check or money order (do not send cash) prior to July 1st, 2015. If mailed late, you will need to also submit the appropriate late fee.

<http://llronline.com/POL/REC/index.asp?file=pub.htm>

LICENSE PENDING CANCELLATION – SC REAL ESTATE COMMISSION

This is a reminder that your South Carolina Real Estate license expired on **6/30/2015** and has not been renewed. Renewal notices were mailed to all licensees on May 1st, 2015 and email reminders were also sent on three occasions prior to this notice. A licensee is responsible for their renewal whether or not they receive notice in accordance with the license law.

If you have not renewed, you are considered unlicensed and must not engage in any activities requiring licensure until reinstated.

You may reinstate and renew your license up until December 31st, however there will be an additional late fee of \$25 for each month of delinquency. If you do not renew by December 31st, 2015, your license is CANCELED and you must re-qualify for initial licensure.

Renewal is required of both Active and Inactive status licensees to preserve licensure.

You may renew by logging in through the following link:

<https://eservice.llr.sc.gov/OnlineRenewals/>

If you did not receive notice, lost your notice, or you do not know your login User ID and Password, please click the link above and select “Alternative Login – I do not know my User ID/Password”. Once logged in, be sure to check and update your address, as notices were mailed to your address of record.

In order to renew as active, Salesperson and Broker licensees who are not exempt from completing South Carolina Continuing Education (CE) must have completed eight (8) hours of CE. Four (4) of these hours must include the core course, and the additional four hours may be comprised of electives.

If you have not completed CE you may indicate such and you will be allowed to renew, but will have to be placed on “inactive” status.

If you are South Carolina CE Exempt, please select” NO” to the CE question, you will be prompted to select your exemption or if you do not have an exemption.

Property Managers and Timeshare Salesperson licensees do not have to meet any CE requirements currently in SC to renew as active.

All information and renewal instructions can be found on the front page of the Real Estate Commission web page at **<http://llronline.com/POL/REC/>**

If you have any additional questions, a PDF renewal FAQ document is also available at the following link:

<http://llronline.com/POL/REC/RECPDF/REC%20RENEWAL%20FAQ.pdf>

FINAL REMINDER - LICENSE PENDING CANCELLATION – SC REAL ESTATE COMMISSION

This is the FINAL reminder that your South Carolina Real Estate license expired on **6/30/2015** and has not been renewed. Renewal notices were mailed to all licensees on May 1st, 2015, a Final Notice mailer was mailed on November 12, 2015, and email reminders were also sent on four occasions prior to this notice. A licensee is responsible for their renewal whether or not they receive notice in accordance with the license law.

If you have not renewed, you are considered unlicensed and must not engage in any activities requiring licensure until reinstated.

You may reinstate and renew your license up until December 31st, however there will be an additional late fee of \$25 for each month of delinquency. **If you do not renew by December 31st, 2015, your license is CANCELED and you must re-qualify for initial licensure.** Please be aware that State offices will be closed December 24-28th, however you can still renew online until midnight, December 31st.

Renewal is required of both Active and Inactive status licensees to preserve licensure.

You may renew by logging in through the following link:

<https://eservice.llr.sc.gov/OnlineRenewals/>

If you did not receive notice, lost your notice, or you do not know your login User ID and Password, please click the link above and select “Alternative Login – I do not know my User ID/Password”. Once logged in, be sure to check and update your address, as notices were mailed to your address of record.

In order to renew as active, Salesperson and Broker licensees who are not exempt from completing South Carolina Continuing Education (CE) must have completed eight (8) hours of CE. Four (4) of these hours must include the core course, and the additional four hours may be comprised of electives.

If you have not completed CE you may indicate such and you will be allowed to renew, but will have to be placed on “inactive” status.

If you are South Carolina CE Exempt, please select “NO” to the CE question, you will be prompted to select your exemption or if you do not have an exemption.

Property Managers and Timeshare Salesperson licensees do not have to meet any CE requirements currently in SC to renew as active.

All information and renewal instructions can be found on the front page of the Real Estate Commission web page at **<http://llronline.com/POL/REC/>**

If you have any additional questions, a PDF renewal FAQ document is also available at the following link: **<http://llronline.com/POL/REC/RECPDF/REC%20RENEWAL%20FAQ.pdf>**

Appendix F.

Total Lapsed Licenses after 2014
and 2015 Renewal Cycles

Appendix F

Total Lapsed Licenses after 2014

and 2015 Renewal Cycles

Number of Licenses by Status and Expiration
6/30/2014 to 6/30/2014

| | |
|----------------|-----------------------|
| REL B | |
| LAPSED | 84 |
| REL BIC | |
| LAPSED | 215 |
| REL IB | |
| LAPSED | 243 |
| REL IPM | |
| LAPSED | 121 |
| REL IS | |
| LAPSED | 820 |
| REL PIC | |
| LAPSED | 56 |
| REL PM | |
| LAPSED | 58 |
| REL S | |
| LAPSED | 478 |
| REL TS | |
| LAPSED | 78 |
| | Sub Total 2153 |

**Number of Licenses by Status and Expiration
6/30/2015 to 6/30/2015**

| | |
|----------------|-----------------------|
| REL B | |
| LAPSED | 72 |
| REL BIC | |
| LAPSED | 167 |
| REL IB | |
| LAPSED | 182 |
| REL IPM | |
| LAPSED | 132 |
| REL IS | |
| LAPSED | 609 |
| REL PIC | |
| LAPSED | 50 |
| REL PM | |
| LAPSED | 50 |
| REL S | |
| LAPSED | 379 |
| REL TS | |
| LAPSED | 54 |
| | Sub Total 1695 |

Appendix G.

Online Renewals by Month for 2014

Renewal Cycle

Appendix G.

Online Renewals by Month for 2014

Renewal Cycle

Online Renewal 2.0 HistoryHistory for REAL-ESTATE May 2014

| Date Posted | No. Items | Total Amount | Cancelled |
|---------------|-----------|--------------|-----------|
| 5/1/2014 | 0 | \$0.00 | 1 |
| 5/2/2014 | 41 | \$3,890.00 | 1 |
| 5/3/2014 | 35 | \$2,710.00 | 0 |
| 5/4/2014 | 4 | \$410.00 | 0 |
| 5/5/2014 | 20 | \$1,650.00 | 2 |
| 5/6/2014 | 49 | \$4,310.00 | 1 |
| 5/7/2014 | 254 | \$23,660.00 | 11 |
| 5/8/2014 | 486 | \$45,870.00 | 3 |
| 5/9/2014 | 484 | \$46,650.00 | 6 |
| 5/10/2014 | 358 | \$34,440.00 | 1 |
| 5/11/2014 | 102 | \$9,690.00 | 0 |
| 5/12/2014 | 78 | \$7,220.00 | 4 |
| 5/13/2014 | 384 | \$35,780.00 | 2 |
| 5/14/2014 | 283 | \$25,830.00 | 4 |
| 5/15/2014 | 231 | \$19,840.00 | 5 |
| 5/16/2014 | 259 | \$24,600.00 | 3 |
| 5/17/2014 | 168 | \$15,570.00 | 0 |
| 5/18/2014 | 56 | \$5,250.00 | 1 |
| 5/19/2014 | 86 | \$8,990.00 | 4 |
| 5/20/2014 | 255 | \$24,070.00 | 5 |
| 5/21/2014 | 217 | \$18,830.00 | 4 |
| 5/22/2014 | 213 | \$18,770.00 | 1 |
| 5/23/2014 | 157 | \$15,520.00 | 4 |
| 5/24/2014 | 150 | \$13,780.00 | 0 |
| 5/25/2014 | 33 | \$3,280.00 | 1 |
| 5/26/2014 | 37 | \$3,480.00 | 1 |
| 5/27/2014 | 78 | \$7,190.00 | 6 |
| 5/28/2014 | 200 | \$18,780.00 | 4 |
| 5/29/2014 | 184 | \$17,660.00 | 3 |
| 5/30/2014 | 170 | \$15,940.00 | 6 |
| 5/31/2014 | 189 | \$17,240.00 | 1 |
| Totals | 5261 | \$490,900.00 | 85 |

Online Renewal 2.0 HistoryHistory for REAL-ESTATE June 2014

| Date Posted | No. Items | Total Amount | Cancelled |
|---------------|-----------|--------------|-----------|
| 6/1/2014 | 68 | \$6,250.00 | 1 |
| 6/2/2014 | 63 | \$5,790.00 | 4 |
| 6/3/2014 | 276 | \$26,080.00 | 5 |
| 6/4/2014 | 257 | \$23,080.00 | 6 |
| 6/5/2014 | 210 | \$18,720.00 | 3 |
| 6/6/2014 | 208 | \$19,000.00 | 1 |
| 6/7/2014 | 195 | \$17,810.00 | 1 |
| 6/8/2014 | 64 | \$7,090.00 | 1 |
| 6/9/2014 | 86 | \$8,160.00 | 5 |
| 6/10/2014 | 263 | \$23,700.00 | 1 |
| 6/11/2014 | 206 | \$19,180.00 | 0 |
| 6/12/2014 | 238 | \$21,850.00 | 2 |
| 6/13/2014 | 201 | \$18,840.00 | 1 |
| 6/14/2014 | 174 | \$16,590.00 | 1 |
| 6/15/2014 | 69 | \$6,000.00 | 0 |
| 6/16/2014 | 75 | \$7,020.00 | 4 |
| 6/17/2014 | 291 | \$26,200.00 | 6 |
| 6/18/2014 | 297 | \$26,740.00 | 3 |
| 6/19/2014 | 302 | \$27,610.00 | 8 |
| 6/20/2014 | 291 | \$26,350.00 | 3 |
| 6/21/2014 | 273 | \$24,170.00 | 0 |
| 6/22/2014 | 94 | \$8,460.00 | 0 |
| 6/23/2014 | 103 | \$9,420.00 | 6 |
| 6/24/2014 | 361 | \$31,800.00 | 8 |
| 6/25/2014 | 409 | \$37,470.00 | 8 |
| 6/26/2014 | 407 | \$38,620.00 | 16 |
| 6/27/2014 | 432 | \$39,120.00 | 8 |
| 6/28/2014 | 569 | \$51,450.00 | 4 |
| 6/29/2014 | 233 | \$22,020.00 | 6 |
| 6/30/2014 | 404 | \$35,090.00 | 33 |
| Totals | 7119 | \$649,680.00 | 145 |

Online Renewal 2.0 History

| History for | | | | REAL-ESTATE | ▼ | July 2014 | ▼ |
|---------------|-----------|--------------|-----------|-------------|---|-----------|---|
| Date Posted | No. Items | Total Amount | Cancelled | | | | |
| 7/1/2014 | 1297 | \$118,370.00 | 2 | | | | |
| 7/2/2014 | 38 | \$3,200.00 | 3 | | | | |
| 7/3/2014 | 131 | \$12,580.00 | 1 | | | | |
| 7/4/2014 | 30 | \$3,170.00 | 0 | | | | |
| 7/5/2014 | 7 | \$985.00 | 0 | | | | |
| 7/6/2014 | 2 | \$250.00 | 0 | | | | |
| 7/7/2014 | 7 | \$825.00 | 2 | | | | |
| 7/8/2014 | 43 | \$5,015.00 | 1 | | | | |
| 7/9/2014 | 22 | \$2,840.00 | 0 | | | | |
| 7/10/2014 | 28 | \$3,280.00 | 1 | | | | |
| 7/11/2014 | 28 | \$3,260.00 | 1 | | | | |
| 7/12/2014 | 21 | \$2,495.00 | 0 | | | | |
| 7/13/2014 | 3 | \$345.00 | 0 | | | | |
| 7/14/2014 | 5 | \$595.00 | 0 | | | | |
| 7/15/2014 | 20 | \$2,510.00 | 1 | | | | |
| 7/16/2014 | 14 | \$1,550.00 | 1 | | | | |
| 7/17/2014 | 18 | \$2,190.00 | 1 | | | | |
| 7/18/2014 | 17 | \$1,755.00 | 1 | | | | |
| 7/19/2014 | 10 | \$1,100.00 | 0 | | | | |
| 7/20/2014 | 4 | \$430.00 | 0 | | | | |
| 7/21/2014 | 5 | \$665.00 | 0 | | | | |
| 7/22/2014 | 8 | \$950.00 | 0 | | | | |
| 7/23/2014 | 12 | \$1,520.00 | 0 | | | | |
| 7/24/2014 | 13 | \$1,455.00 | 0 | | | | |
| 7/25/2014 | 17 | \$1,955.00 | 0 | | | | |
| 7/26/2014 | 17 | \$2,055.00 | 0 | | | | |
| 7/27/2014 | 6 | \$770.00 | 0 | | | | |
| 7/28/2014 | 5 | \$745.00 | 0 | | | | |
| 7/29/2014 | 21 | \$2,545.00 | 0 | | | | |
| 7/30/2014 | 27 | \$3,235.00 | 0 | | | | |
| 7/31/2014 | 18 | \$2,490.00 | 2 | | | | |
| Totals | 1894 | \$185,130.00 | 17 | | | | |

Online Renewal 2.0 HistoryHistory for REAL-ESTATE August 2014

| Date Posted | No. Items | Total Amount | Cancelled |
|---------------|-----------|--------------|-----------|
| 8/1/2014 | 53 | \$6,140.00 | 0 |
| 8/2/2014 | 9 | \$1,220.00 | 0 |
| 8/4/2014 | 2 | \$310.00 | 0 |
| 8/5/2014 | 6 | \$680.00 | 0 |
| 8/6/2014 | 4 | \$520.00 | 1 |
| 8/7/2014 | 12 | \$1,770.00 | 0 |
| 8/8/2014 | 5 | \$700.00 | 1 |
| 8/9/2014 | 4 | \$550.00 | 0 |
| 8/10/2014 | 4 | \$440.00 | 0 |
| 8/11/2014 | 1 | \$170.00 | 0 |
| 8/12/2014 | 6 | \$950.00 | 0 |
| 8/13/2014 | 10 | \$1,730.00 | 0 |
| 8/14/2014 | 8 | \$1,220.00 | 0 |
| 8/15/2014 | 9 | \$1,200.00 | 1 |
| 8/16/2014 | 9 | \$1,280.00 | 0 |
| 8/17/2014 | 3 | \$480.00 | 0 |
| 8/18/2014 | 0 | \$0.00 | 1 |
| 8/19/2014 | 9 | \$1,310.00 | 0 |
| 8/20/2014 | 4 | \$550.00 | 0 |
| 8/21/2014 | 13 | \$1,670.00 | 2 |
| 8/22/2014 | 6 | \$770.00 | 0 |
| 8/23/2014 | 6 | \$1,130.00 | 0 |
| 8/25/2014 | 2 | \$310.00 | 0 |
| 8/26/2014 | 12 | \$1,810.00 | 0 |
| 8/27/2014 | 2 | \$280.00 | 0 |
| 8/28/2014 | 7 | \$1,000.00 | 0 |
| 8/29/2014 | 11 | \$1,450.00 | 0 |
| 8/30/2014 | 6 | \$970.00 | 0 |
| 8/31/2014 | 6 | \$990.00 | 1 |
| Totals | 229 | \$31,600.00 | 7 |

Online Renewal 2.0 History

History for REAL-ESTATE ▼ September 2014 ▼

| Date Posted | No. Items | Total Amount | Cancelled |
|---------------|-----------|--------------|-----------|
| 9/1/2014 | 12 | \$1,620.00 | 0 |
| 9/2/2014 | 3 | \$695.00 | 0 |
| 9/3/2014 | 7 | \$1,145.00 | 0 |
| 9/4/2014 | 4 | \$780.00 | 0 |
| 9/5/2014 | 3 | \$405.00 | 0 |
| 9/6/2014 | 3 | \$425.00 | 0 |
| 9/8/2014 | 0 | \$0.00 | 1 |
| 9/9/2014 | 4 | \$740.00 | 0 |
| 9/10/2014 | 2 | \$290.00 | 0 |
| 9/11/2014 | 3 | \$525.00 | 0 |
| 9/12/2014 | 4 | \$650.00 | 0 |
| 9/13/2014 | 5 | \$765.00 | 0 |
| 9/14/2014 | 1 | \$155.00 | 0 |
| 9/15/2014 | 1 | \$225.00 | 0 |
| 9/16/2014 | 7 | \$1,235.00 | 0 |
| 9/17/2014 | 5 | \$735.00 | 0 |
| 9/18/2014 | 3 | \$515.00 | 0 |
| 9/19/2014 | 1 | \$135.00 | 1 |
| 9/20/2014 | 2 | \$290.00 | 0 |
| 9/21/2014 | 2 | \$270.00 | 1 |
| 9/22/2014 | 1 | \$225.00 | 0 |
| 9/23/2014 | 3 | \$405.00 | 0 |
| 9/24/2014 | 4 | \$660.00 | 0 |
| 9/25/2014 | 3 | \$555.00 | 0 |
| 9/26/2014 | 4 | \$810.00 | 0 |
| 9/27/2014 | 8 | \$1,200.00 | 0 |
| 9/28/2014 | 2 | \$360.00 | 0 |
| 9/29/2014 | 0 | \$0.00 | 1 |
| 9/30/2014 | 9 | \$1,615.00 | 1 |
| Totals | 106 | \$17,430.00 | 5 |

Online Renewal 2.0 History

History for REAL-ESTATE October 2014

| Date Posted | No. Items | Total Amount | Cancelled |
|---------------|-----------|--------------|-----------|
| 10/1/2014 | 14 | \$2,490.00 | 0 |
| 10/2/2014 | 2 | \$400.00 | 1 |
| 10/3/2014 | 1 | \$160.00 | 0 |
| 10/4/2014 | 4 | \$940.00 | 0 |
| 10/5/2014 | 2 | \$500.00 | 0 |
| 10/6/2014 | 1 | \$250.00 | 0 |
| 10/7/2014 | 1 | \$220.00 | 0 |
| 10/8/2014 | 0 | \$0.00 | 1 |
| 10/9/2014 | 4 | \$880.00 | 1 |
| 10/10/2014 | 2 | \$430.00 | 0 |
| 10/11/2014 | 2 | \$340.00 | 0 |
| 10/12/2014 | 1 | \$160.00 | 0 |
| 10/13/2014 | 1 | \$220.00 | 0 |
| 10/14/2014 | 2 | \$320.00 | 0 |
| 10/15/2014 | 3 | \$660.00 | 0 |
| 10/16/2014 | 2 | \$340.00 | 1 |
| 10/17/2014 | 2 | \$470.00 | 0 |
| 10/18/2014 | 1 | \$160.00 | 1 |
| 10/19/2014 | 1 | \$160.00 | 0 |
| 10/20/2014 | 1 | \$160.00 | 0 |
| 10/21/2014 | 3 | \$630.00 | 1 |
| 10/22/2014 | 2 | \$320.00 | 1 |
| 10/23/2014 | 3 | \$570.00 | 0 |
| 10/24/2014 | 0 | \$0.00 | 2 |
| 10/25/2014 | 3 | \$480.00 | 0 |
| 10/27/2014 | 1 | \$160.00 | 0 |
| 10/28/2014 | 3 | \$660.00 | 1 |
| 10/29/2014 | 1 | \$160.00 | 0 |
| 10/30/2014 | 2 | \$430.00 | 0 |
| 10/31/2014 | 7 | \$1,490.00 | 0 |
| Totals | 72 | \$14,160.00 | 10 |

Online Renewal 2.0 HistoryHistory for REAL-ESTATE November 2014

| Date Posted | No. Items | Total Amount | Cancelled |
|---------------|-----------|--------------|-----------|
| 11/1/2014 | 6 | \$1,345.00 | 0 |
| 11/2/2014 | 2 | \$410.00 | 1 |
| 11/4/2014 | 2 | \$450.00 | 0 |
| 11/5/2014 | 2 | \$550.00 | 1 |
| 11/6/2014 | 2 | \$520.00 | 1 |
| 11/7/2014 | 4 | \$910.00 | 0 |
| 11/10/2014 | 1 | \$185.00 | 0 |
| 11/11/2014 | 2 | \$520.00 | 1 |
| 11/12/2014 | 6 | \$1,380.00 | 0 |
| 11/13/2014 | 5 | \$1,095.00 | 0 |
| 11/14/2014 | 1 | \$245.00 | 1 |
| 11/15/2014 | 8 | \$1,800.00 | 0 |
| 11/16/2014 | 6 | \$1,330.00 | 0 |
| 11/17/2014 | 8 | \$1,850.00 | 1 |
| 11/18/2014 | 31 | \$6,885.00 | 0 |
| 11/19/2014 | 25 | \$6,195.00 | 0 |
| 11/20/2014 | 28 | \$6,990.00 | 2 |
| 11/21/2014 | 28 | \$7,320.00 | 1 |
| 11/22/2014 | 15 | \$3,765.00 | 0 |
| 11/23/2014 | 4 | \$920.00 | 0 |
| 11/24/2014 | 3 | \$735.00 | 1 |
| 11/25/2014 | 20 | \$5,010.00 | 0 |
| 11/26/2014 | 8 | \$1,990.00 | 0 |
| 11/27/2014 | 12 | \$3,180.00 | 0 |
| 11/28/2014 | 3 | \$825.00 | 0 |
| 11/29/2014 | 6 | \$1,400.00 | 0 |
| 11/30/2014 | 4 | \$980.00 | 0 |
| Totals | 242 | \$58,785.00 | 10 |

Online Renewal 2.0 History

History for REAL-ESTATE ▼ December 2014 ▼

| Date Posted | No. Items | Total Amount | Cancelled |
|---------------|-----------|--------------|-----------|
| 12/1/2014 | 13 | \$3,315.00 | 0 |
| 12/2/2014 | 11 | \$3,170.00 | 0 |
| 12/3/2014 | 7 | \$2,070.00 | 0 |
| 12/4/2014 | 5 | \$1,400.00 | 1 |
| 12/5/2014 | 3 | \$780.00 | 0 |
| 12/6/2014 | 9 | \$2,550.00 | 1 |
| 12/7/2014 | 9 | \$2,160.00 | 0 |
| 12/8/2014 | 6 | \$1,520.00 | 1 |
| 12/9/2014 | 16 | \$4,090.00 | 0 |
| 12/10/2014 | 16 | \$4,030.00 | 0 |
| 12/11/2014 | 8 | \$2,150.00 | 1 |
| 12/12/2014 | 11 | \$2,850.00 | 0 |
| 12/13/2014 | 7 | \$1,910.00 | 0 |
| 12/14/2014 | 4 | \$1,080.00 | 0 |
| 12/15/2014 | 2 | \$510.00 | 0 |
| 12/16/2014 | 6 | \$1,500.00 | 0 |
| 12/17/2014 | 7 | \$1,730.00 | 0 |
| 12/18/2014 | 12 | \$3,070.00 | 1 |
| 12/19/2014 | 14 | \$3,630.00 | 0 |
| 12/20/2014 | 9 | \$2,400.00 | 0 |
| 12/21/2014 | 5 | \$1,310.00 | 0 |
| 12/22/2014 | 5 | \$1,400.00 | 0 |
| 12/23/2014 | 11 | \$2,900.00 | 0 |
| 12/24/2014 | 4 | \$1,080.00 | 0 |
| 12/25/2014 | 6 | \$1,530.00 | 0 |
| 12/26/2014 | 2 | \$600.00 | 0 |
| 12/27/2014 | 23 | \$6,300.00 | 0 |
| 12/28/2014 | 7 | \$1,730.00 | 0 |
| 12/29/2014 | 13 | \$3,450.00 | 0 |
| 12/30/2014 | 44 | \$11,940.00 | 0 |
| 12/31/2014 | 62 | \$16,450.00 | 2 |
| Totals | 357 | \$94,605.00 | 7 |

Online Renewal 2.0 History

History for REAL-ESTATE ▼ January 2015 ▼

| Date Posted | No. Items | Total Amount | Cancelled |
|---------------|-----------|--------------|-----------|
| 1/1/2015 | 90 | \$23,340.00 | 0 |
| 1/2/2015 | 1 | \$150.00 | 0 |
| Totals | 91 | \$23,490.00 | 0 |

Appendix H.

Online Renewals by Month for 2015

Renewal Cycle

Renewal Cycle

Online Renewals by Month for 2015

Appendix H.

Online Renewal 2.0 History

History for REAL-ESTATE May 2015

| Date Posted | No. Items | Total Amount | Cancelled |
|---------------|-----------|--------------|-----------|
| 5/1/2015 | 0 | \$0.00 | 1 |
| 5/2/2015 | 99 | \$5,595.00 | 0 |
| 5/3/2015 | 15 | \$1,050.00 | 1 |
| 5/4/2015 | 15 | \$840.00 | 6 |
| 5/5/2015 | 420 | \$27,625.00 | 2 |
| 5/6/2015 | 625 | \$41,980.00 | 4 |
| 5/7/2015 | 460 | \$31,170.00 | 3 |
| 5/8/2015 | 344 | \$21,490.00 | 4 |
| 5/9/2015 | 233 | \$15,895.00 | 0 |
| 5/10/2015 | 90 | \$5,540.00 | 0 |
| 5/11/2015 | 72 | \$4,780.00 | 2 |
| 5/12/2015 | 333 | \$22,740.00 | 2 |
| 5/13/2015 | 309 | \$20,180.00 | 1 |
| 5/14/2015 | 198 | \$12,820.00 | 1 |
| 5/15/2015 | 192 | \$12,705.00 | 1 |
| 5/16/2015 | 174 | \$12,020.00 | 0 |
| 5/17/2015 | 63 | \$4,640.00 | 1 |
| 5/18/2015 | 69 | \$5,060.00 | 4 |
| 5/19/2015 | 218 | \$14,585.00 | 1 |
| 5/20/2015 | 276 | \$19,035.00 | 2 |
| 5/21/2015 | 236 | \$14,370.00 | 0 |
| 5/22/2015 | 198 | \$12,235.00 | 0 |
| 5/23/2015 | 161 | \$10,510.00 | 0 |
| 5/24/2015 | 46 | \$2,975.00 | 0 |
| 5/25/2015 | 45 | \$2,685.00 | 0 |
| 5/26/2015 | 100 | \$6,365.00 | 2 |
| 5/27/2015 | 262 | \$16,655.00 | 4 |
| 5/28/2015 | 366 | \$23,450.00 | 4 |
| 5/29/2015 | 852 | \$56,880.00 | 5 |
| 5/30/2015 | 348 | \$22,995.00 | 2 |
| 5/31/2015 | 127 | \$8,855.00 | 1 |
| Totals | 6946 | \$457,725.00 | 54 |

Online Renewal 2.0 History

History for **REAL-ESTATE** **June 2015**

| Date Posted | No. Items | Total Amount | Cancelled |
|---------------|-----------|--------------|-----------|
| 6/1/2015 | 117 | \$8,390.00 | 5 |
| 6/2/2015 | 396 | \$25,535.00 | 2 |
| 6/3/2015 | 302 | \$19,030.00 | 1 |
| 6/4/2015 | 330 | \$19,925.00 | 1 |
| 6/5/2015 | 313 | \$19,820.00 | 0 |
| 6/6/2015 | 187 | \$12,855.00 | 0 |
| 6/7/2015 | 74 | \$4,900.00 | 0 |
| 6/8/2015 | 104 | \$7,160.00 | 2 |
| 6/9/2015 | 302 | \$19,580.00 | 4 |
| 6/10/2015 | 303 | \$19,000.00 | 3 |
| 6/11/2015 | 257 | \$16,720.00 | 1 |
| 6/12/2015 | 244 | \$15,140.00 | 0 |
| 6/13/2015 | 220 | \$13,280.00 | 0 |
| 6/14/2015 | 81 | \$5,225.00 | 1 |
| 6/15/2015 | 84 | \$6,175.00 | 2 |
| 6/16/2015 | 275 | \$17,910.00 | 2 |
| 6/17/2015 | 425 | \$27,730.00 | 6 |
| 6/18/2015 | 614 | \$39,890.00 | 3 |
| 6/19/2015 | 296 | \$19,750.00 | 1 |
| 6/20/2015 | 253 | \$16,825.00 | 1 |
| 6/21/2015 | 98 | \$6,555.00 | 0 |
| 6/22/2015 | 106 | \$6,875.00 | 2 |
| 6/23/2015 | 396 | \$25,985.00 | 1 |
| 6/24/2015 | 384 | \$23,955.00 | 2 |
| 6/25/2015 | 413 | \$26,965.00 | 2 |
| 6/26/2015 | 334 | \$22,000.00 | 2 |
| 6/27/2015 | 368 | \$24,695.00 | 1 |
| 6/28/2015 | 180 | \$12,585.00 | 0 |
| 6/29/2015 | 248 | \$17,350.00 | 3 |
| 6/30/2015 | 1061 | \$72,180.00 | 5 |
| Totals | 8765 | \$573,985.00 | 53 |

Online Renewal 2.0 History

History for REAL-ESTATE July 2015

| Date Posted | No. Items | Total Amount | Cancelled |
|---------------|-----------|--------------|-----------|
| 7/1/2015 | 1253 | \$84,595.00 | 4 |
| 7/2/2015 | 71 | \$6,025.00 | 0 |
| 7/3/2015 | 42 | \$3,660.00 | 0 |
| 7/4/2015 | 15 | \$1,430.00 | 0 |
| 7/5/2015 | 2 | \$215.00 | 0 |
| 7/6/2015 | 4 | \$365.00 | 0 |
| 7/7/2015 | 37 | \$3,420.00 | 0 |
| 7/8/2015 | 20 | \$1,780.00 | 0 |
| 7/9/2015 | 15 | \$1,485.00 | 0 |
| 7/10/2015 | 12 | \$975.00 | 0 |
| 7/11/2015 | 12 | \$935.00 | 0 |
| 7/12/2015 | 1 | \$100.00 | 0 |
| 7/13/2015 | 3 | \$345.00 | 0 |
| 7/14/2015 | 12 | \$1,085.00 | 0 |
| 7/15/2015 | 9 | \$710.00 | 0 |
| 7/16/2015 | 15 | \$1,270.00 | 0 |
| 7/17/2015 | 13 | \$1,170.00 | 0 |
| 7/18/2015 | 4 | \$395.00 | 0 |
| 7/19/2015 | 1 | \$80.00 | 0 |
| 7/20/2015 | 2 | \$245.00 | 1 |
| 7/21/2015 | 10 | \$965.00 | 0 |
| 7/22/2015 | 3 | \$285.00 | 0 |
| 7/23/2015 | 3 | \$295.00 | 0 |
| 7/24/2015 | 8 | \$870.00 | 0 |
| 7/25/2015 | 7 | \$510.00 | 0 |
| 7/26/2015 | 6 | \$665.00 | 0 |
| 7/27/2015 | 3 | \$270.00 | 0 |
| 7/28/2015 | 7 | \$670.00 | 0 |
| 7/29/2015 | 9 | \$735.00 | 0 |
| 7/30/2015 | 7 | \$615.00 | 0 |
| 7/31/2015 | 12 | \$1,230.00 | 0 |
| Totals | 1618 | \$117,395.00 | 5 |

Online Renewal 2.0 History

History for **REAL-ESTATE** **August 2015**

| Date Posted | No. Items | Total Amount | Cancelled |
|---------------|-----------|--------------|-----------|
| 8/1/2015 | 29 | \$3,310.00 | 0 |
| 8/3/2015 | 1 | \$95.00 | 1 |
| 8/4/2015 | 6 | \$590.00 | 0 |
| 8/5/2015 | 3 | \$285.00 | 1 |
| 8/6/2015 | 8 | \$885.00 | 0 |
| 8/7/2015 | 9 | \$980.00 | 0 |
| 8/8/2015 | 4 | \$540.00 | 0 |
| 8/9/2015 | 2 | \$265.00 | 0 |
| 8/10/2015 | 5 | \$495.00 | 0 |
| 8/11/2015 | 2 | \$230.00 | 0 |
| 8/12/2015 | 6 | \$620.00 | 0 |
| 8/13/2015 | 6 | \$640.00 | 0 |
| 8/14/2015 | 6 | \$675.00 | 0 |
| 8/15/2015 | 6 | \$715.00 | 0 |
| 8/17/2015 | 2 | \$190.00 | 0 |
| 8/18/2015 | 2 | \$295.00 | 0 |
| 8/19/2015 | 1 | \$95.00 | 0 |
| 8/20/2015 | 7 | \$770.00 | 0 |
| 8/21/2015 | 7 | \$920.00 | 0 |
| 8/22/2015 | 6 | \$655.00 | 0 |
| 8/25/2015 | 3 | \$315.00 | 0 |
| 8/26/2015 | 5 | \$640.00 | 1 |
| 8/27/2015 | 5 | \$535.00 | 0 |
| 8/28/2015 | 1 | \$95.00 | 0 |
| 8/29/2015 | 8 | \$1,015.00 | 0 |
| 8/30/2015 | 1 | \$170.00 | 0 |
| 8/31/2015 | 2 | \$295.00 | 0 |
| Totals | 143 | \$16,315.00 | 3 |

Online Renewal 2.0 History

History for REAL-ESTATE ▼ September 2015 ▼

| Date Posted | No. Items | Total Amount | Cancelled |
|---------------|-----------|--------------|-----------|
| 9/1/2015 | 6 | \$870.00 | 0 |
| 9/2/2015 | 3 | \$430.00 | 0 |
| 9/3/2015 | 3 | \$435.00 | 0 |
| 9/4/2015 | 1 | \$120.00 | 0 |
| 9/5/2015 | 1 | \$120.00 | 0 |
| 9/7/2015 | 1 | \$120.00 | 0 |
| 9/11/2015 | 3 | \$645.00 | 0 |
| 9/12/2015 | 2 | \$315.00 | 0 |
| 9/15/2015 | 4 | \$690.00 | 0 |
| 9/16/2015 | 1 | \$120.00 | 0 |
| 9/18/2015 | 1 | \$75.00 | 0 |
| 9/19/2015 | 1 | \$130.00 | 0 |
| 9/20/2015 | 1 | \$150.00 | 0 |
| 9/22/2015 | 2 | \$315.00 | 0 |
| 9/23/2015 | 3 | \$510.00 | 0 |
| 9/25/2015 | 2 | \$315.00 | 0 |
| 9/26/2015 | 3 | \$420.00 | 0 |
| 9/27/2015 | 2 | \$390.00 | 0 |
| 9/28/2015 | 1 | \$150.00 | 0 |
| 9/29/2015 | 4 | \$555.00 | 0 |
| 9/30/2015 | 6 | \$815.00 | 0 |
| Totals | 51 | \$7,690.00 | 0 |

Online Renewal 2.0 HistoryHistory for REAL-ESTATE October 2015

| Date Posted | No. Items | Total Amount | Cancelled |
|---------------|-----------|--------------|-----------|
| 10/1/2015 | 6 | \$1,050.00 | 0 |
| 10/2/2015 | 2 | \$290.00 | 0 |
| 10/3/2015 | 1 | \$155.00 | 0 |
| 10/5/2015 | 1 | \$220.00 | 0 |
| 10/7/2015 | 2 | \$395.00 | 0 |
| 10/8/2015 | 4 | \$730.00 | 0 |
| 10/9/2015 | 1 | \$145.00 | 0 |
| 10/10/2015 | 2 | \$320.00 | 0 |
| 10/12/2015 | 1 | \$145.00 | 0 |
| 10/13/2015 | 3 | \$510.00 | 0 |
| 10/14/2015 | 1 | \$220.00 | 0 |
| 10/15/2015 | 2 | \$300.00 | 0 |
| 10/16/2015 | 1 | \$155.00 | 0 |
| 10/17/2015 | 2 | \$310.00 | 0 |
| 10/19/2015 | 1 | \$220.00 | 0 |
| 10/20/2015 | 4 | \$730.00 | 0 |
| 10/21/2015 | 1 | \$145.00 | 0 |
| 10/22/2015 | 1 | \$155.00 | 0 |
| 10/24/2015 | 6 | \$985.00 | 0 |
| 10/27/2015 | 5 | \$905.00 | 0 |
| 10/28/2015 | 19 | \$3,420.00 | 0 |
| 10/29/2015 | 12 | \$2,240.00 | 0 |
| 10/31/2015 | 9 | \$1,680.00 | 0 |
| Totals | 87 | \$15,425.00 | 0 |

Online Renewal 2.0 History

History for REAL-ESTATE November 2015

| Date Posted | No. Items | Total Amount | Cancelled |
|---------------|-----------|--------------|-----------|
| 11/1/2015 | 5 | \$860.00 | 0 |
| 11/2/2015 | 1 | \$245.00 | 0 |
| 11/3/2015 | 2 | \$370.00 | 1 |
| 11/4/2015 | 2 | \$350.00 | 0 |
| 11/5/2015 | 2 | \$425.00 | 0 |
| 11/6/2015 | 4 | \$890.00 | 0 |
| 11/7/2015 | 2 | \$445.00 | 0 |
| 11/11/2015 | 1 | \$170.00 | 0 |
| 11/12/2015 | 2 | \$415.00 | 0 |
| 11/13/2015 | 3 | \$520.00 | 0 |
| 11/14/2015 | 1 | \$170.00 | 0 |
| 11/16/2015 | 0 | \$0.00 | 1 |
| 11/17/2015 | 28 | \$5,320.00 | 0 |
| 11/18/2015 | 31 | \$5,890.00 | 0 |
| 11/19/2015 | 13 | \$2,425.00 | 0 |
| 11/20/2015 | 16 | \$3,010.00 | 2 |
| 11/21/2015 | 16 | \$3,200.00 | 0 |
| 11/22/2015 | 1 | \$170.00 | 0 |
| 11/24/2015 | 9 | \$1,870.00 | 0 |
| 11/25/2015 | 4 | \$785.00 | 0 |
| 11/26/2015 | 6 | \$1,275.00 | 0 |
| 11/27/2015 | 4 | \$905.00 | 0 |
| 11/28/2015 | 3 | \$540.00 | 0 |
| 11/29/2015 | 4 | \$870.00 | 0 |
| 11/30/2015 | 7 | \$1,500.00 | 0 |
| Totals | 167 | \$32,620.00 | 4 |

Online Renewal 2.0 HistoryHistory for REAL-ESTATE December 2015

| Date Posted | No. Items | Total Amount | Cancelled |
|---------------|-----------|--------------|-----------|
| 12/1/2015 | 19 | \$3,885.00 | 0 |
| 12/2/2015 | 9 | \$1,985.00 | 1 |
| 12/3/2015 | 8 | \$1,930.00 | 1 |
| 12/4/2015 | 6 | \$1,395.00 | 0 |
| 12/5/2015 | 5 | \$1,125.00 | 0 |
| 12/6/2015 | 2 | \$495.00 | 0 |
| 12/7/2015 | 2 | \$465.00 | 0 |
| 12/8/2015 | 3 | \$745.00 | 0 |
| 12/9/2015 | 2 | \$420.00 | 0 |
| 12/10/2015 | 8 | \$2,005.00 | 0 |
| 12/11/2015 | 7 | \$1,695.00 | 0 |
| 12/12/2015 | 4 | \$855.00 | 0 |
| 12/13/2015 | 2 | \$475.00 | 0 |
| 12/14/2015 | 1 | \$195.00 | 1 |
| 12/15/2015 | 5 | \$1,230.00 | 0 |
| 12/16/2015 | 2 | \$465.00 | 0 |
| 12/17/2015 | 8 | \$1,995.00 | 0 |
| 12/18/2015 | 7 | \$1,620.00 | 0 |
| 12/19/2015 | 10 | \$2,325.00 | 0 |
| 12/20/2015 | 8 | \$1,965.00 | 0 |
| 12/21/2015 | 1 | \$270.00 | 0 |
| 12/22/2015 | 9 | \$2,085.00 | 0 |
| 12/23/2015 | 11 | \$2,605.00 | 0 |
| 12/24/2015 | 10 | \$2,365.00 | 0 |
| 12/25/2015 | 4 | \$930.00 | 0 |
| 12/27/2015 | 5 | \$1,165.00 | 0 |
| 12/28/2015 | 3 | \$735.00 | 0 |
| 12/29/2015 | 20 | \$4,900.00 | 0 |
| 12/30/2015 | 30 | \$7,210.00 | 1 |
| 12/31/2015 | 31 | \$7,335.00 | 3 |
| Totals | 242 | \$56,870.00 | 7 |

Online Renewal 2.0 History

| History for | | | | REAL-ESTATE | ▼ | January 2016 | ▼ |
|-------------|-----------|--------------|-----------|-------------|---|--------------|---|
| Date Posted | No. Items | Total Amount | Cancelled | | | | |
| 1/1/2016 | 75 | \$18,065.00 | 0 | | | | |
| Totals | 75 | \$18,065.00 | 0 | | | | |

Appendix I.

Real Estate Commission

Staff Surveys

Appendix I.

Real Estate Commission

Staff Surveys

#1

**COMPLETE**

Collector: Web Link 1 (Web Link)

Started: Sunday, January 17, 2016 8:12:19 PM

Last Modified: Sunday, January 17, 2016 8:16:20 PM

Time Spent: 00:04:00

IP Address: 67.141.111.26

Edit

Delete

Export

PAGE 1

Q1: Please rate the following categories regarding the 2015 license renewal cycle.

| | |
|--|---|
| Website Renewal Information | Significantly Improved |
| Online Renewal Process | Slightly Improved |
| Log-in/Kickout Online Application Issues | Significantly Improved |
| Renewal Notices/Questions About Notices | Slightly Improved |
| Call Volume and Time responding to Renewal Questions | Slightly Improved |
| Manual Processing Time | Significantly Improved |
| Disruption of Regular Work Processes and Workflow | Significantly Improved |
| Staff Workload Distribution | Slightly Improved |
| Late Renewals/Requests to Waive Penalties | Significantly Improved |
| Overall Opinion of 2015 Renewal Cycle Compared to 2014 | Significantly Improved |
| What process change had the biggest positive or negative impact on the 2015 Renewal Cycle? What can be done better for 2016? | Eliminating Kickouts and Application Resets, information on the website regarding alternative login, penalties, and FAQ's, and multiple email notices had the biggest positive impact. In 2016, continuing education completion questions and waiver options can be more clear. |

Respondent #2 ▾



#2

**COMPLETE**

Collector: Web Link 1 (Web Link)

Started: Tuesday, January 19, 2016 4:26:07 PM

Last Modified: Tuesday, January 19, 2016 4:42:07 PM

Time Spent: 00:15:59

IP Address: 167.7.126.254

Edit

Delete

Export

PAGE 1

Q1: Please rate the following categories regarding the 2015 license renewal cycle.

| | |
|-----------------------------|----------------------|
| Website Renewal Information | Signicantly Improved |
|-----------------------------|----------------------|

| | |
|------------------------|----------------------|
| Online Renewal Process | Signicantly Improved |
|------------------------|----------------------|

| | |
|---|----------------------|
| Log-in/Kickout Online Application Issues | Signicantly Improved |
|---|----------------------|

| | |
|--|----------------------|
| Renewal Notices/Questions About Notices | Signicantly Improved |
|--|----------------------|

| | |
|--|----------------------|
| Call Volume and Time responding to Renewal Questions | Signicantly Improved |
|--|----------------------|

| | |
|------------------------|----------------------|
| Manual Processing Time | Signicantly Improved |
|------------------------|----------------------|

| | |
|--|----------------------|
| Disruption of Regular Work Processes and Workflow | Signicantly Improved |
|--|----------------------|

| | |
|-----------------------------|----------------------|
| Staff Workload Distribution | Signicantly Improved |
|-----------------------------|----------------------|

| | |
|--|----------------------|
| Late Renewals/Requests to Waive Penalties | Signicantly Improved |
|--|----------------------|

| | |
|--|----------------------|
| Overall Opinion of 2015 Renewal Cycle Compared to 2014 | Signicantly Improved |
|--|----------------------|

What process change had the biggest positive or negative impact on the 2015 Renewal Cycle? What can be done better for 2016?

WHAT HAS REALLY HELPED REALESTATE IMPROVE IN MANY WAYS AND ELIMINATE CALLS AND QUESTIONS IS ROD PUTTING INFORMATION ON THE WEBSITE.

Respondent #3 ▾



#3



COMPLETE

Edit

Delete

Export

Collector: Web Link 1 (Web Link)

Started: Wednesday, January 20, 2016 8:34:44 AM

Last Modified: Wednesday, January 20, 2016 8:39:18 AM

Time Spent: 00:04:33

IP Address: 167.7.126.254

PAGE 1

Q1: Please rate the following categories regarding the 2015 license renewal cycle.

| | |
|--|--|
| Website Renewal Information | Signicantly Improved |
| Online Renewal Process | Slightly Improved |
| Log-in/Kickout Online Application Issues | Signicantly Improved |
| Renewal Notices/Questions About Notices | Signicantly Improved |
| Call Volume and Time responding to Renewal Questions | Signicantly Improved |
| Manual Processing Time | Signicantly Improved |
| Disruption of Regular Work Processes and Workflow | Slightly Improved |
| Staff Workload Distribution | Slightly Improved |
| Late Renewals/Requests to Waive Penalties | Slightly Improved |
| Overall Opinion of 2015 Renewal Cycle Compared to 2014 | Signicantly Improved |
| What process change had the biggest positive or negative impact on the 2015 Renewal Cycle? What can be done better for 2016? | Sent more reminders to licensees about their non-renewal of their license in past years and therefore more renewed online lessened the telephone back-log and saved staff time.. |

Respondent #4 ▾



#4

**COMPLETE**

Edit

Delete

Export

Collector: Web Link 1 (Web Link)

Started: Wednesday, January 20, 2016 8:44:24 AM

Last Modified: Wednesday, January 20, 2016 8:54:18 AM

Time Spent: 00:09:53

IP Address: 167.7.126.254

PAGE 1

Q1: Please rate the following categories regarding the 2015 license renewal cycle.

| | |
|--|------------------------|
| Website Renewal Information | Significantly Improved |
| Online Renewal Process | Significantly Improved |
| Log-in/Kickout Online Application Issues | Significantly Improved |
| Renewal Notices/Questions About Notices | Significantly Improved |
| Call Volume and Time responding to Renewal Questions | Significantly Improved |
| Manual Processing Time | Significantly Improved |
| Disruption of Regular Work Processes and Workflow | Significantly Improved |
| Staff Workload Distribution | Significantly Improved |
| Late Renewals/Requests to Waive Penalties | Significantly Improved |
| Overall Opinion of 2015 Renewal Cycle Compared to 2014 | Significantly Improved |

What process change had the biggest positive or negative impact on the 2015 Renewal Cycle? What can be done better for 2016?

1. I believe because emails were sent to all licensees as a reminder that their licenses had expired and failure to renew by the end of the year would result in the licensee losing their license status eliminated a lot of phone calls after January 1st. 2. Also, a renewal question and answer section were included on our website for licensees that may have had any questions and that helped eliminate some of the phone calls. 3. There were very few paper renewals to process this renewal cycle because the majority renewed online because I believe they understood what was required of them through the question and answer section on our website.

Respondent #5 ▾



#5



COMPLETE

Collector: Web Link 1 (Web Link)

Started: Wednesday, January 20, 2016 8:55:08 AM

Last Modified: Wednesday, January 20, 2016 8:58:36 AM

Time Spent: 00:03:28

IP Address: 167.7.126.254

Edit

Delete

Export

PAGE 1

Q1: Please rate the following categories regarding the 2015 license renewal cycle.

| | |
|--|---|
| Website Renewal Information | Signicantly Improved |
| Online Renewal Process | Signicantly Improved |
| Log-in/Kickout Online Application Issues | Signicantly Improved |
| Renewal Notices/Questions About Notices | No Noticeable Difference/ Did Not Improve |
| Call Volume and Time responding to Renewal Questions | No Noticeable Difference/ Did Not Improve |
| Manual Processing Time | No Noticeable Difference/ Did Not Improve |
| Disruption of Regular Work Processes and Workflow | Slightly Improved |
| Staff Workload Distribution | No Noticeable Difference/ Did Not Improve |
| Late Renewals/Requests to Waive Penalties | Slightly Improved |
| Overall Opinion of 2015 Renewal Cycle Compared to 2014 | Slightly Improved |

What process change had the biggest positive or negative impact on the 2015 Renewal Cycle? What can be done better for 2016?

I noticed there not as many kick outs as for the previous year. In 2014, I noticed we had several people being locked out of the system for answering a question incorrectly. The Administrator, Rod, sent out several reminders via email stating the deadline for the renewal cycle. I noticed a big decrease in excuses from licensees towards the end of the year.

Respondent #6 ▾



#6



COMPLETE

Edit

Delete

Export

Collector: Web Link 1 (Web Link)

Started: Thursday, January 21, 2016 8:40:06 AM

Last Modified: Thursday, January 21, 2016 8:43:24 AM

Time Spent: 00:03:18

IP Address: 167.7.126.254

PAGE 1

Q1: Please rate the following categories regarding the 2015 license renewal cycle.

| | |
|--|---|
| Website Renewal Information | Significantly Improved |
| Online Renewal Process | Significantly Improved |
| Log-in/Kickout Online Application Issues | Significantly Improved |
| Renewal Notices/Questions About Notices | Significantly Improved |
| Call Volume and Time responding to Renewal Questions | Slightly Improved |
| Manual Processing Time | Significantly Improved |
| Disruption of Regular Work Processes and Workflow | Significantly Improved |
| Staff Workload Distribution | Slightly Improved |
| Late Renewals/Requests to Waive Penalties | Significantly Improved |
| Overall Opinion of 2015 Renewal Cycle Compared to 2014 | Significantly Improved |
| What process change had the biggest positive or negative impact on the 2015 Renewal Cycle? What can be done better for 2016? | Increased captioning of current email addresses has helped significantly. Larger percentage of licensees renewing online has decreased the work load on staff processing applications and fees. |

Continued on page 2
Start of work: 10:00 AM
Last work: 10:00 AM
Time spent: 00:00
By: [illegible]

The following is a list of the following:

1. [illegible]

2. [illegible]

3. [illegible]

4. [illegible]

5. [illegible]

6. [illegible]

7. [illegible]

8. [illegible]

9. [illegible]

10. [illegible]

11. [illegible]

12. [illegible]

13. [illegible]

14. [illegible]

15. [illegible]

16. [illegible]

17. [illegible]

18. [illegible]

19. [illegible]

20. [illegible]

21. [illegible]

22. [illegible]